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May 22, 1998

BY HAND

Honorable Jaclyn A. Brilling
Honorable Judith A. Lee
Administrative Law Judges
New York Department of Public Service
Three Empire State Plaza
Albany, New York 12223-1350

Re: Case 97-C-0271 – OSS Collaborative Phase

Your Honors:

Please find enclosed a document entitled "Telecom Industry Services - Change Management Process", dated May 22, 1998. This document represents the remaining item necessary to complete the OSS Collaborative Baseline Documentation submitted jointly by Bell Atlantic - New York, AT&T Communications of New York, Intermedia Communications, LCI International Telecommunications, and MCI Telecommunications Corporation and MCI metro Access Transmission Services, Inc. ("MCI") on May 15, 1998, in this proceeding. In addition to these signatory entities, representatives of Ameritech Communications International, CTC Communications Corporation, Frontier International Communications, Teleport Communication Group, Sprint Communications Company, USN Communications Northeast and WorldCom also participated on occasion in the process which led to this final agreement and documentation.

Honorable Jaclyn A. Brillling
Honorable Judith A. Lee
May 22, 1998

Bell Atlantic - New York is sending a copy of this filing today to the representatives of the OSS Collaborative parties and to others on the service list for PSC Case 97-C-0271. We are also providing Secretary Crary with an original and fifteen copies for filing in this proceeding.

Respectfully submitted,

A handwritten signature in black ink, appearing to read "D. C. Rowe". The signature is fluid and cursive, with the first letters of the first and last names being capitalized and prominent.

Enclosure

cc: Honorable John C. Crary,
Secretary (By Hand)
Mr. John Coleman (By Hand)
Ms. Donna DeVito (By Hand)
Mr. Robert Soika (By Hand)



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Telecom Industry Services

Change Management Process



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Introduction

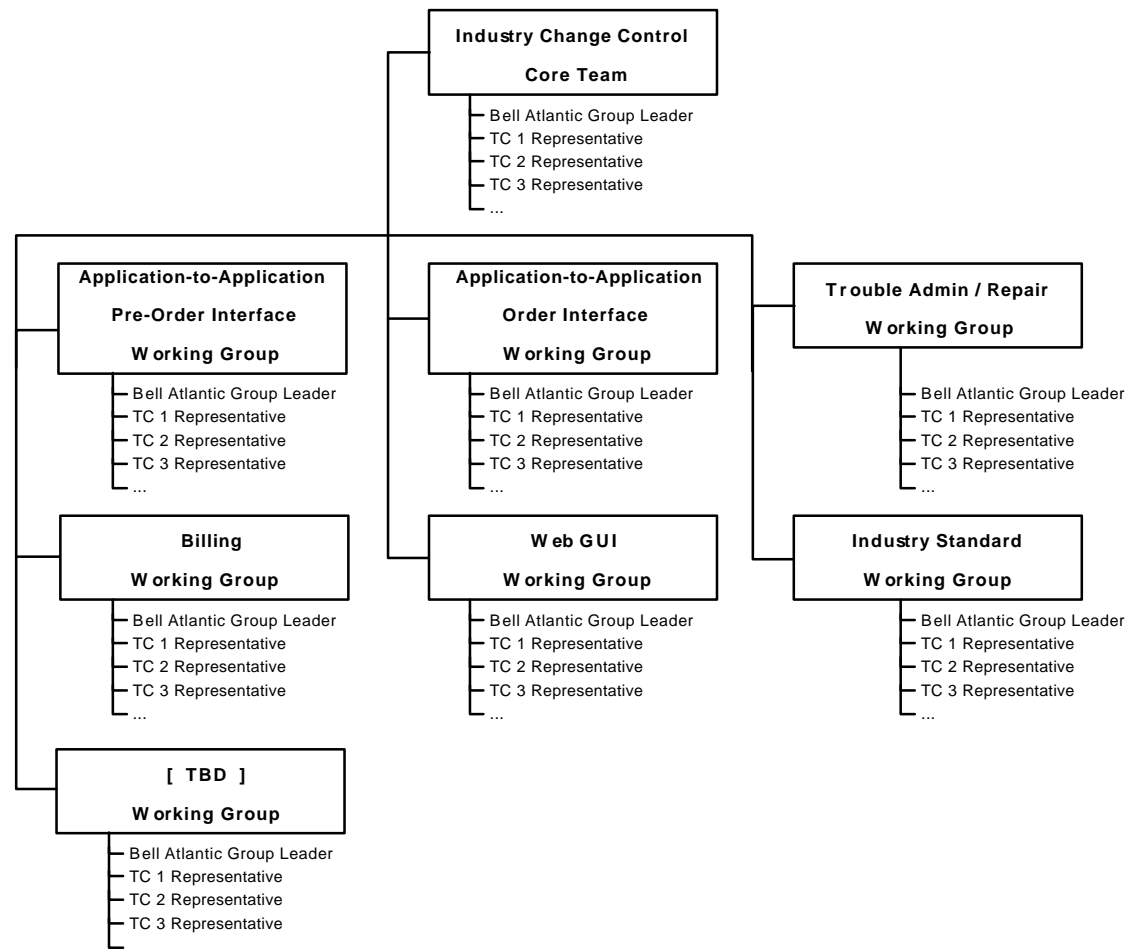
This document serves as a reference for the processes by which Telecommunications Companies (TCs) and Bell Atlantic communicate about changes to the collection of interfaces which enables the relationship between Bell Atlantic, as a provider of resold telecommunications services, unbundled network elements (UNE), and facilities, as applicable, and the telecommunications carrier (TC) as a consumer of these services. This relationship includes the business processes of pre-ordering, ordering, trouble reporting and maintenance, and billing. As with any deployed business process enabled by operational support systems, as the process evolves the associated computer systems and business practices which directly affect the interface may be changed to accommodate it. For the relationship between TCs and Bell Atlantic these changes involve Bell Atlantic systems and the interfaces to these systems. The Change Management Process described in this document describes how Bell Atlantic and TCs will work together in implementing such changes.

The business processes of operational support systems change control is a highly complex one, and therefore, the time frames presented in this document are illustrative only.



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Bell Atlantic Change Control Organization Structure



The Bell Atlantic Organization is led by the “Core Team” which is composed of representatives from Bell Atlantic and the TCs. This “Core Team” meets on a monthly basis at the Industry Change Control Meeting. As issues arise during these meetings, Working Groups, comprised of representatives from Bell Atlantic and the TCs, will be formed to investigate, discuss, and resolve the issues. The Bell Atlantic representative in the Working Group will be responsible for the coordination and facilitation of the Working Group’s meetings. Any unresolved issues by the Working Group will be referred to the Core Team for resolution.



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Terms and Definitions

Overview of Terms

The following terms are used throughout this description of Bell Atlantic's TIS Change Management process:

Change Request

A change request is a discrete description for work requested by a TC or Bell Atlantic. Additionally, a change request may be necessitated by out of service conditions or regulatory compliance which identify modifications that affect the interface between Bell Atlantic and TC's. It describes the modifications requested at a level of detail such that all affected parties can analyze, schedule, develop, test, and implement the change. A change request includes information Bell Atlantic would need to develop and implement the change. This information, which should be submitted on the Change Control Request Form (see Appendix A), includes high-level descriptions, jurisdictions affected, timeframe for implementation, reason for request, etc. It also includes the categorization of change type (i.e., Type 1, 2, 3, 4, 5). Bell Atlantic will work with the TCs to categorize the change type. Differences of opinion will be handled on a case-by-case basis.

Telecommunications Carrier (TC)

A TC is any company which purchases resold services, access to unbundled network elements (UNEs), or transport and termination from Bell Atlantic for the purposes of delivering local telecommunications service to an end user. A TC participating in the Change Management Process with Bell Atlantic should designate a representative to this process.

Bell Atlantic Change Control

The organization within Bell Atlantic directing and monitoring the Change Management Process is referred to as Bell Atlantic Change Control. This organization also ensures the requirements of a change request are adequately defined. The group interacts directly with the Bell Atlantic support groups and the TC representatives. The Bell Atlantic Change Control Manager serves as a single point of contact for TCs to this organization.



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Bell Atlantic Support Groups

Bell Atlantic Support Groups are various other organizations working internally at Bell Atlantic to implement aspects of a change request. These groups each have responsibility over the analysis, requirement definition, prioritization, detailed design, implementation, and maintenance of specific internal Bell Atlantic business functions. They are generally not in communication with the TCs directly. These groups include, but are not limited to, Information Systems (IS), Methods and Procedures, and Operations.

Type 5 (TC Originated) Change

Any non-Type 1 (Emergency Maintenance) change affecting interfaces between the TC's and Bell Atlantic's operational support systems which the TC requests Bell Atlantic to implement is a Type 5 change. These changes might reflect a business process improvement which the TC is seeking to implement within its own internal operational support system and that implies a change in the way the TC wishes to interact with Bell Atlantic. This category does not include changes imposed upon these interfaces by third parties such as regulatory bodies (which are Type 2 Changes) or standards organizations (which are Type 3 Changes).

Type 4 (Bell Atlantic Originated) Change

A Type 4 change is one affecting the interfaces between the TC's and Bell Atlantic's operational support systems which Bell Atlantic desires to implement on its own accord. This category does not include changes imposed upon these interfaces by third parties such as regulatory bodies (which are Type 2 Changes) or standards organizations (which are Type 3 Changes).

Type 3 (Industry Standard) Change

Changes to interfaces between the TC's and Bell Atlantic's operational support systems required to bring these interfaces in line with newly agreed upon telecommunications industry guidelines are Type 3 changes. Either Bell Atlantic or the TC may initiate the change request. These guidelines are industry standards defined by any one of a number of administrative bodies or trade groups, such as the Alliance for Telecommunications Industry Solutions (ATIS), the Network Reliability and Interoperability Council (NRIC), American National Standards Institute (ANSI) or the International Telecommunications Union (ITU). Changes made to accommodate industry standards are essentially voluntary, but are undertaken by both the TC and Bell Atlantic in order to keep pace with widespread accepted practices. Standards of particular relevance are those for OSS interfaces and local services ordering as defined by the Ordering and Billing Forum (OBF), EDI standards defined by the Telecommunications Industry Forum (TCIF), and trouble reporting interfaces defined by the Electronic Commerce Interexchange Committee (ECIC).



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Type 2 (Regulatory) Change

Changes to the interfaces between the TC's and Bell Atlantic's operational support systems mandated by regulatory or legal entities, such as the Federal Communications Commission (FCC) or state and federal courts are Type 2 changes. Regulatory changes are not voluntary but are requisite to comply with newly passed legislation, regulatory requirements, or court rulings. Either Bell Atlantic or the TC may initiate the change request.

Type 1 (Emergency Maintenance) Change

A Type 1 change corrects problems discovered in production versions of an application interface. Either Bell Atlantic or the TC may initiate the change request. Typically, this type of change reflects instances where a technical implementation is faulty or inaccurate, such as to cause incorrect or improperly formatted data. Instances where Bell Atlantic or TCs misinterpret interface specifications and/or business rules must be addressed on a case-by-case basis. All parties will take all reasonable steps to ensure that any disagreements regarding the interpretation of a new or modified business process are identified and resolved during Change Management Review of the Change Request. All known discrepancies should be resolved prior to the release of new application code into the production environment. Type 1 changes will be processed on an expedited basis. The timeframe for a Type 1 change is typically hours or days.

Additionally, once a Type 1 change is identified, the Change Management Team must determine the nature and scope of the emergency. Type 1 changes should be categorized in the following manner:

Severity 1: Interface Unusable - Interface discrepancy results in totally unusable interface. TC Orders/Pre-Orders/Maintenance Requests cannot be submitted or will not be accepted by Bell Atlantic or a TC. Manual work-arounds are not feasible. Change is considered essential to continued operation. Bell Atlantic and TCs should work to resolve the discrepancy as quickly as possible.

Bell Atlantic and TCs agree that a process will be developed for handling Type 1 Severity 1 situations. Bell Atlantic will create a proposal for this process and distribute it to the TCs prior to Friday May 29, 1998, addressing any TC input provided by May 22, 1998. Bell Atlantic and the TCs agree to reach consensus on the proposal no later than the June 1998 *Industry Change Control Meeting*.



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Severity 2: Interface Affecting - Orders/Pre-Orders/Maintenance Requests require work-around on the part of Bell Atlantic or TC(s). Change is considered critical to operations. Bell Atlantic and TCs should work to resolve the discrepancy in a timely manner.

Severity 3: Process Impacting - Orders/Pre-Orders/Maintenance Requests can be submitted and will be accepted through normal process/interfaces. Clarification is considered critical to ongoing operations. Bell Atlantic should work to provide appropriate documentation on an expedited basis.

Category A Change

Changes which impact interfaces or interface operations are Category A Changes.

Category B Change

Interface changes which impact business processes (applicable to Type 1, Type 4, and Type 5 changes only) are Category B Changes.

Test Suite / Proxy

Bell Atlantic will maintain a base test suite which will include the most common scenarios encountered. This test suite may be expanded based upon the individual change request or a TC's specific request. Also, this does not preclude any TC from individual carrier-to-carrier testing in the Bell Atlantic production environment after implementation of the change. When the final test suite is determined by Bell Atlantic and the TCs, Bell Atlantic and the TCs will mutually agree upon the TC(s) that will submit the associated transactions. If no TCs are ready to participate in the proxy test, Bell Atlantic will conduct the test instead. The results will be available for all TCs to review on an individual basis. Upon successful execution of the test suite, with or without TC proxy participation (even though Bell Atlantic will invite TCs to participate in the testing, it is possible that TCs may decline to take part for a variety of reasons), the release may continue to production. The release will be considered "closed" if no substantive Type 1 changes are reported by the TCs or observed by Bell Atlantic within the 30 day period following implementation of the release.

Version

Version refers to the Industry Standard for order, pre-order, trouble maintenance, and billing in the production environment. Bell Atlantic will maintain two versions of the Industry Standard. These two versions are the sunset and current versions. The sunset version of the interface is maintained until, but not past, the time when a subsequent Industry Standard version is released into production. At that time, what had been the current version becomes the sunset version and the previous sunset version is simultaneously decommissioned.



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Release

A release is the implementation of changes into the production environment. Major releases introduces new versions. All other releases are considered Minor releases.

Decommission

As interface changes are implemented into the production systems, the corresponding retirement of previous releases/functionality of the system is referred to as decommission. In the context of Type 3 (Industry Standard) changes, the sunset version of an Industry Standard is decommissioned (see Application-to-Application Availability for further details). Type 4 (Bell Atlantic Originated) and Type 5 (TC Originated) changes are more specific and decommission a particular function. Regarding Type 2 (Regulatory) changes, the decommission of the previous functionality occurs as soon as the regulatory mandated release is implemented, unless otherwise specified by the regulatory requirement. Lastly, for Type 1 (Emergency Maintenance) changes, the decommission of the previous functionality occurs as soon as the maintenance release is implemented.

Industry Change Control Meeting

A monthly meeting occurs to discuss change requests submitted by the TCs, upcoming releases, and future Bell Atlantic systems. All TCs should designate a representative to attend this meeting and become part of the “Core Group”. Bell Atlantic is responsible for the meeting agenda, logistics, meeting preparation and facilitation, and distribution of meeting minutes.

Forecasts and Planning Information

In order to facilitate joint planning for long term development between Bell Atlantic and the TCs and production support capacity plans, two forecasts and specifications will be shared. Once per quarter, Bell Atlantic will provide a long term forecast covering the next six to nine months including high level estimates of when Bell Atlantic intends to release, upgrade or retire its various operational support systems. At the same time, Bell Atlantic will provide a nearer term outlook with a high level description of the items to be released in the next three to four months. Included in this outlook will be details of OSS interface affecting changes, TC requested changes, and flow-through changes. On a planning basis, Bell Atlantic will provide the specifications, testing, etc. (refer to process flow text descriptions for specific items) approximately 66 days prior to implementation. The two forecasts and specifications delivery provide three levels of information to the TCs. The TCs should provide feedback on the six to nine month view and three to four month view within approximately 14 days of receipt indicating their high level intentions and timeframes for making enhancements in their own systems compatible with Bell Atlantic planned releases. Bell Atlantic will maintain the confidentiality of any feedback on the



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forecasts provided by the TCs if such information is marked confidential. The feedback mechanism for the 66 day outlook is detailed in the process flow text descriptions.

Change Request Assessment

In the analysis phase of a change request, the TC and Bell Atlantic have 15 business days to review and provide feedback on change requests. However, there is a difference in the type of information being exchanged. The TC provides business level detailed information that initiates the change request. If the change request is incomplete, Bell Atlantic will request additional information as appropriate. Bell Atlantic will evaluate and provide feedback on each request and the information made available within 15 business days of receipt of such information. Bell Atlantic provides implementation level detailed information, such as specifications and testing plans. TC feedback will be considered as agreed to in the Principles of Change Management document and outlined in the process flow descriptions.

Operational Support System (OSS)

OSS is one of the suite of computer systems used within Bell Atlantic. These systems enable the processes associated with Bell Atlantic's traditional retail business as well as its resale, UNE, and facilities businesses, as applicable. TCs do not have direct access to these systems. Rather, access to the functions they perform and the data they maintain is provided through either an application-to-application interface or a user interface system which Bell Atlantic maintains.

Application-to- Application Interface

Electronic gateways that allow the exchange of data between a TC's business computer system and the Bell Atlantic OSS infrastructure are called application-to-application interfaces. Application-to-application interfaces available to TCs include EDI and EIF.

End User Interface

End User Interfaces are electronic gateways (i.e., the Web GUI and ECG) that allow the exchange of data between a TC's representative and the Bell Atlantic OSS infrastructure. Although it is possible for the TC to create a system that interacts with the Web GUI and ECG, Bell Atlantic does not recommend this practice. The limitations imposed by a system interface conflict with the purpose of Bell Atlantic's Web GUI and ECG and consequently hinder the user.

Web GUI (Intranet)

The Web GUI is a graphical user interface which Bell Atlantic makes available to TCs for the delivery of wholesale business transactions. The Web GUI may be used instead of an application-to-application interface at the TC's choice.



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Electronic Communications Gateway (ECG)

ECG is the terminal emulation interface available in the mid-Atlantic states in Bell Atlantic (Delaware, Maryland, New Jersey, Pennsylvania, Virginia, Washington DC, and West Virginia).

Electronic Data Interchange (EDI)

EDI is a forms-based mechanism for sending and receiving data between partners. Standards for the transfer mechanism are maintained by the American National Standards Institute (ANSI).



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Principles of Change Management Definitions

The following definitions have been repeated from the document *Joint CLEC / Bell Atlantic Proposal: Principles of Change Management*, final version January 28, 1998.

Baseline Document

The baseline is the current version of specifications for transactions, data elements, and business rules that impact the OSS interfaces. Changes to that interface, with associated baseline changes, are subject to appropriate review, as described by the CLEC/Bell Atlantic Change Control Review Team (CBRT). The parties recognize that there also may be changes that would impact the interface altering the way a CLEC performs other functions (e.g. billing). These issues are not precluded from CBRT discussion.

Business Rules

Business rules are the various processes and conditions necessary to be operational as a CLEC with Bell Atlantic that impact the interface (e.g. the data elements and data necessary to support a transaction).

Industry Standard

The Alliance for Telecommunications Industry Solutions (ATIS) defined national electronic interface specification.

Interface

The message formats and message exchange protocols that define exchange transactions between CLECs and Bell Atlantic.

Interface Operations

The physical interconnection and services provided via the interface.



*Timelines
for
Typical Changes
Types 1, 2, 3, 4, 5*

Classification of a Change by Type (Types 1, 2, 3, 4, and 5) will be jointly determined by Bell Atlantic and TCs. Checkpoints and information exchanges will be used to effectively manage the Change Request Timelines. The testing procedures will be reviewed and agreed to based on the complexity of the change.



High-level Comparison of the Five Change Types

Type 5 - TC Originated

Analysis	Schedule*	Development	Current**	Sunset***
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Type 4 - Bell Atlantic Originated

Development	Current**	Sunset***
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Type 3 - Industry Standard

Analysis	Schedule	Development	Current**	Sunset***
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Type 2 - Regulatory

Anls	Sched	Dev	Current**
------	-------	-----	-----------

Type 1 - Maintenance

A	S	Dev	Current**
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Analysis - Finalization of the Change and determination of the impact to systems.

Schedule - Bell Atlantic determines the Implementation Date for the Change.

Development - Bell Atlantic systems are modified for the Change.

Current - The Change is the most current version at Bell Atlantic.

Sunset - The Change is not current at Bell Atlantic and is being sunset.

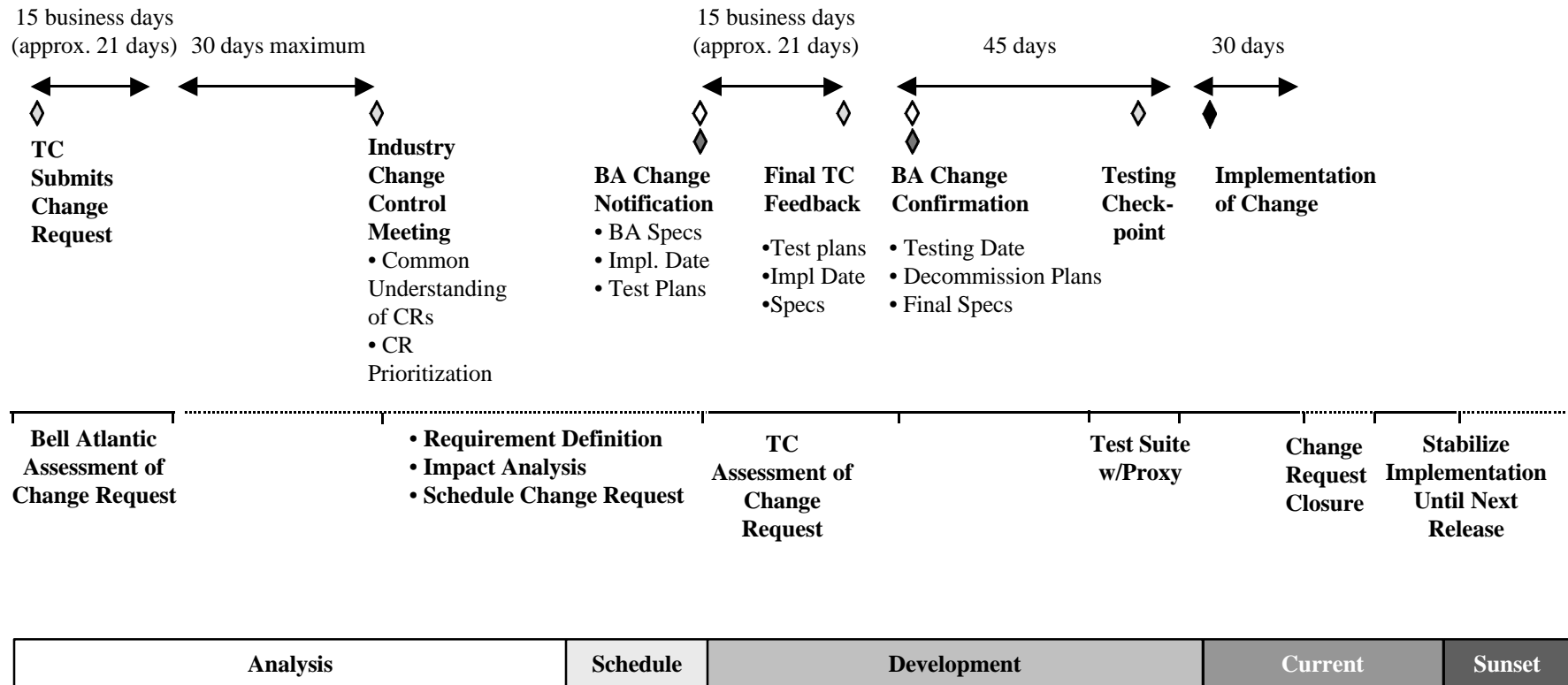
* Scheduling for Type 5 Changes is dependent on the individual Change Request.

** The length of time a version is current varies.

*** The current Industry Standard version is typically retired after two subsequent Industry Standard versions are introduced.

This document is intended to supplement rather than replace any state or federal requirements or provisions regarding notice of changes, including, without limitation, changes pursuant to 47 C.F.R. Sections 51.325-51.335. Bell Atlantic and TCs reserve the right to seek full application or enforcement of such federal or state requirements or provisions.

Timeline for a Typical Type 5 (TC Originated) Change



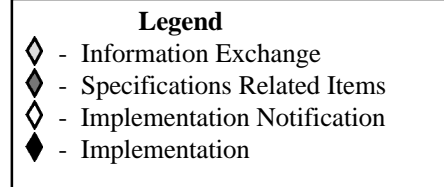
Analysis - Finalization of the Change and determination of the impact to systems.

Schedule - Bell Atlantic determines the Implementation Date for the Change.

Development - Bell Atlantic systems are modified for the Change.

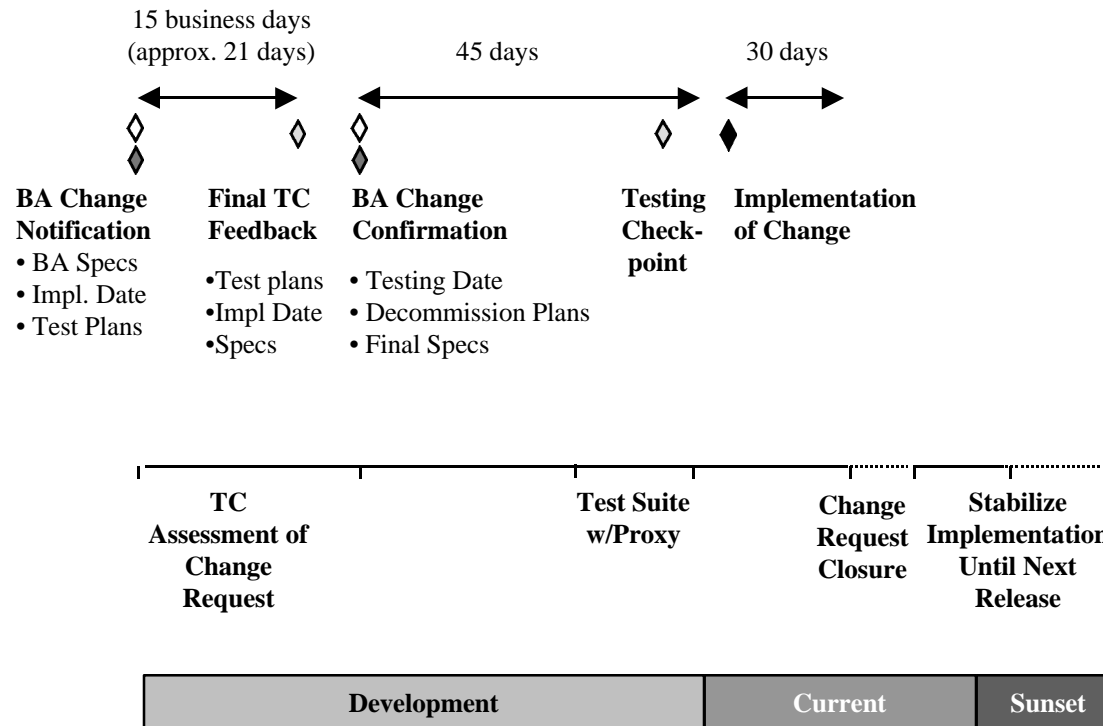
Current - The Change is the most current version at Bell Atlantic.

Sunset - The Change is not current at Bell Atlantic and is being sunset.



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Timeline for a Typical Type 4 (Bell Atlantic Originated) Change



Legend

- ◊ - Information Exchange
- ◆ - Specifications Related Items
- ◊ - Implementation Notification
- ◆ - Implementation

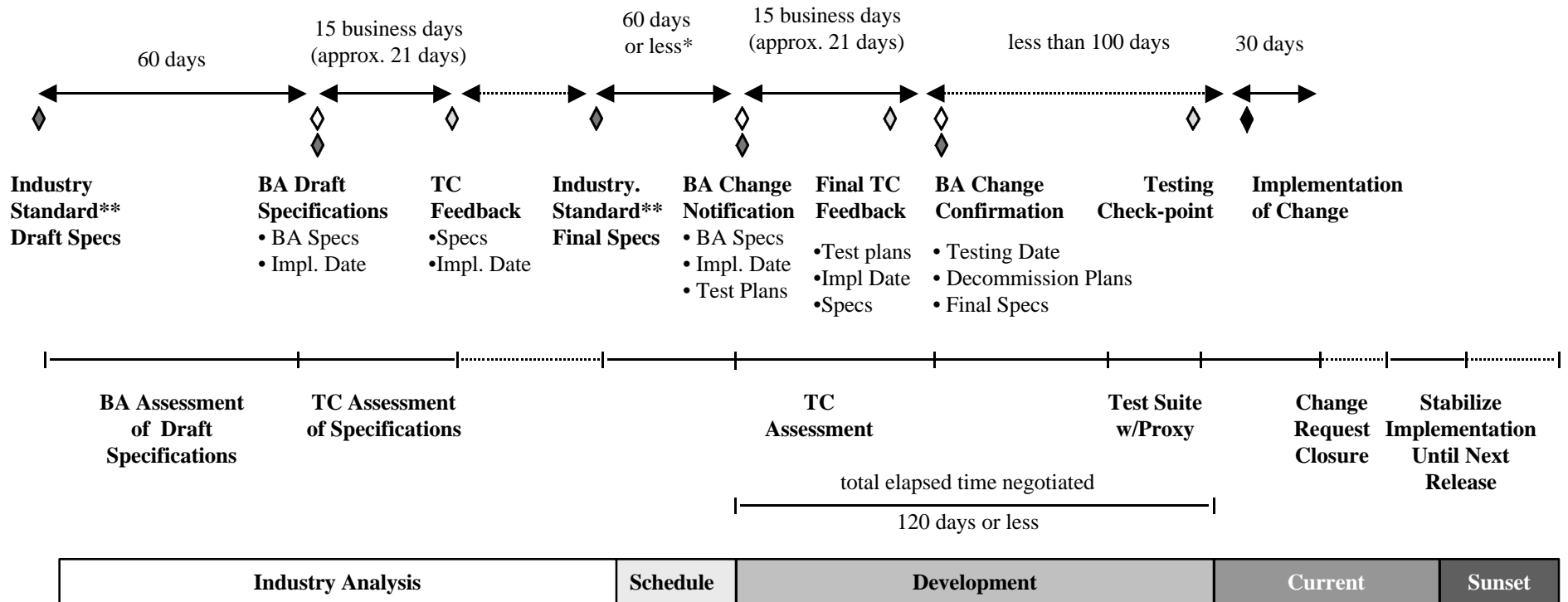
Development - Bell Atlantic & CLEC systems are modified for the Change.

Current - The Change is the most current version at Bell Atlantic.

Sunset - The Change is not current at Bell Atlantic and is being sunset.

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Timeline for a Typical Type 3 (Industry Standard) Change*



Analysis - Finalization of the Change and determination of the impact to systems.

Schedule - Bell Atlantic determines the Implementation Date for the Change.

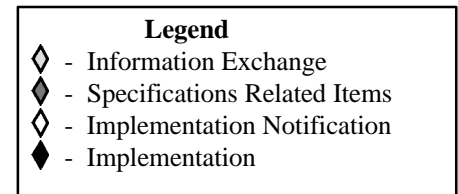
Development - Bell Atlantic systems are modified for the Change.

Current - The Change is the most current version at Bell Atlantic.

Sunset - The Change is not current at Bell Atlantic and is being sunset.

* Timeline should be shortened to the extent the Industry Standard Final Specs are similar to the BA Final Specs.

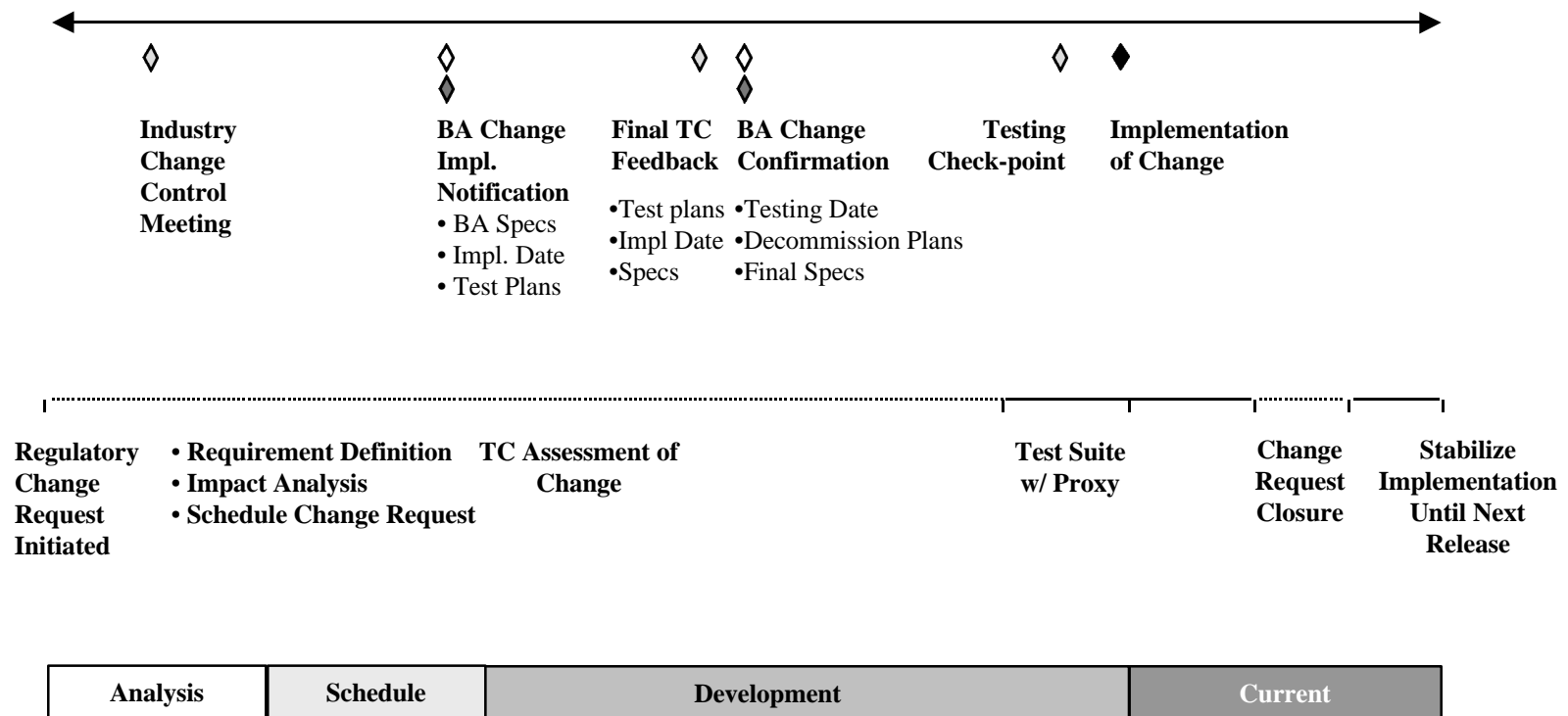
** Industry Standard specifications are generated by ATIS sub-committees such as SOSC, TCIF, and ECIC. The ordering standard that is agreed to by Bell Atlantic and TCs is the SOSC/TCIF technical specifications.



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Timeline for a Typical Type 2* (Regulatory) Change



Analysis - Finalization of the Change and determination of the impact to systems.

Schedule - Bell Atlantic determines the Implementation Date for the Change.

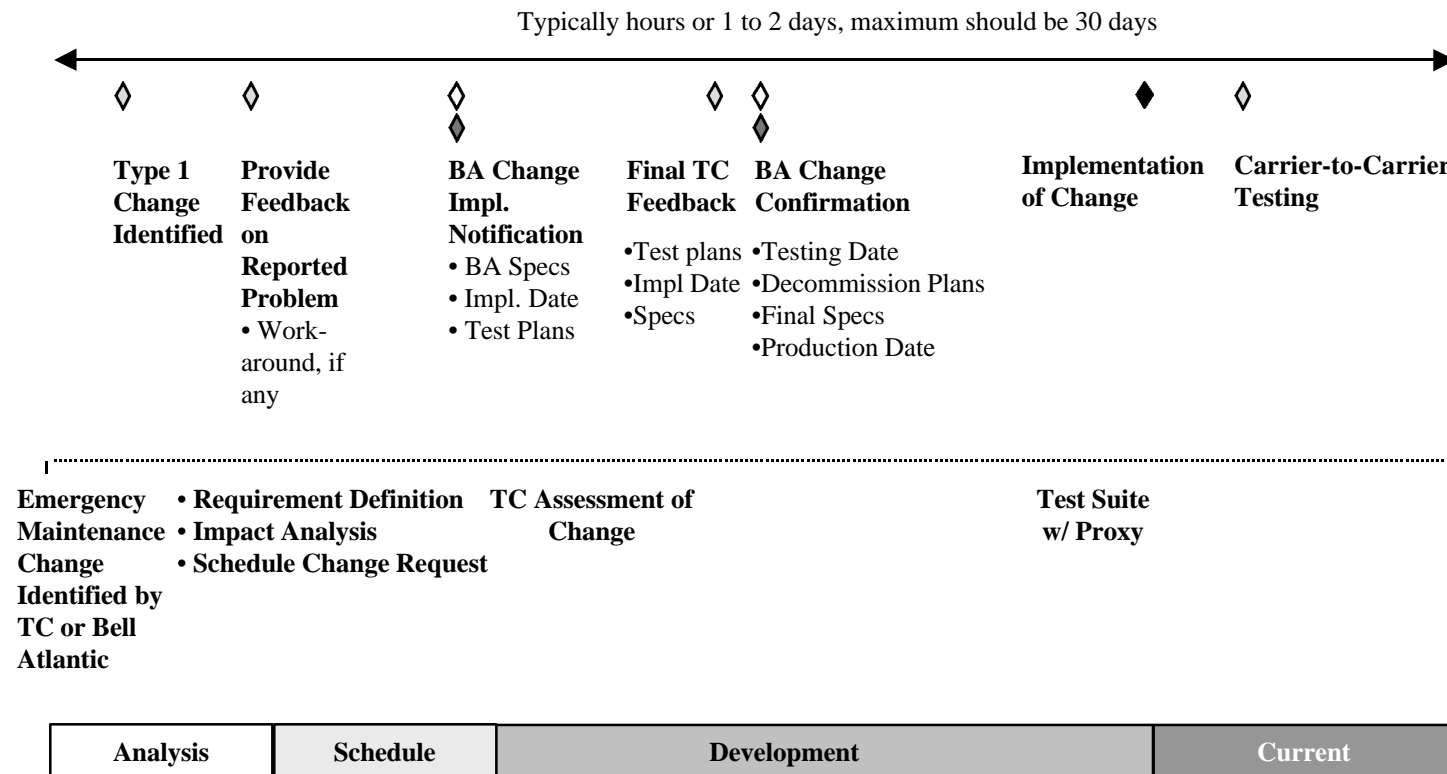
Development - Bell Atlantic systems are modified for the Change.

Current - The Change is the most current version at Bell Atlantic.

* The Timeline for Regulatory Changes will vary based on applicable law/regulatory rules.

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Timeline for a Typical Type 1 (Emergency Maintenance) Change



Analysis - Finalization of the Change and determination of the impact to BA systems.

Schedule - Bell Atlantic determines the Implementation Date for the Change.

Development - Bell Atlantic systems are modified for the Change.

Current - The Change is the most current version at Bell Atlantic.

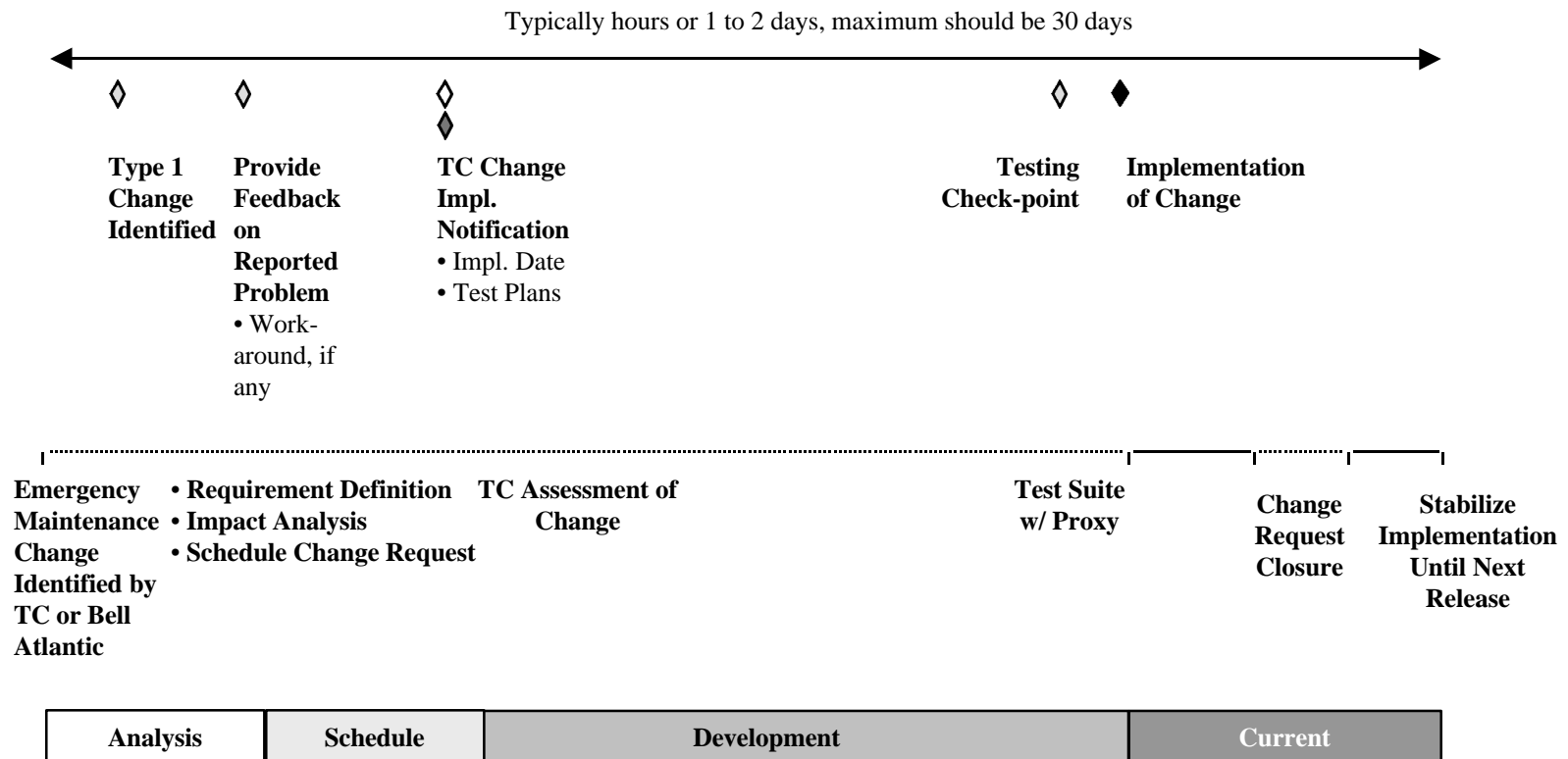
* The steps for a Type 1 change may be combined depending on the severity of the problem (see Type 1 definition for more details).

Legend

- ◇ - Information Exchange
- ◆ - Specifications Related Items
- ◇ - Implementation Notification
- ◆ - Implementation

This document is intended to supplement rather than replace any state or federal requirements or provisions regarding notice of changes, including, without limitation, changes pursuant to 47 C.F.R. Sections 51.325-51.335. Bell Atlantic and TCs reserve the right to seek full application or enforcement of such federal or state requirements or provisions.

Timeline for a Typical Type 1 (Emergency Maintenance) Change



Analysis - Finalization of the Change and determination of the impact to TC systems.

Schedule - Bell Atlantic determines the Implementation Date for the Change.

Development - Bell Atlantic systems are modified for the Change.

Current - The Change is the most current version at Bell Atlantic.

* The steps for a Type 1 change may be combined depending on the severity of the problem (see Type 1 definition for more details).

Legend

- ◇ - Information Exchange
- ◆ - Specifications Related Items
- ◇ - Implementation Notification
- ◆ - Implementation

This document is intended to supplement rather than replace any state or federal requirements or provisions regarding notice of changes, including, without limitation, changes pursuant to 47 C.F.R. Sections 51.325-51.335. Bell Atlantic and TCs reserve the right to seek full application or enforcement of such federal or state requirements or provisions.



*Process Flow Diagrams
for
Typical Changes

Types 1, 2, 3, 4, 5*

Classification of a Change by Type (Types 1, 2, 3, 4, and 5) will be jointly determined by Bell Atlantic and TCs. Checkpoints and information exchanges will be used to effectively manage the Change Request Timelines. The testing procedures will be reviewed and agreed to based on the complexity of the change.

Type 5 (TC Originated) Changes

TC

1. Identifies Change Request (CR) and sends BA Change Control (CC) Manager a fully documented CR form.

3. Notified of CR and associated Tracking Number. (Account Manager is copied.)

**BA
Change
Control**

2. Creates CR in Change Control (CC) DB and obtains CR Tracking Number.

5. Assesses CR and updates as appropriate (maximum 15 business days).

**BA
Support
Groups**

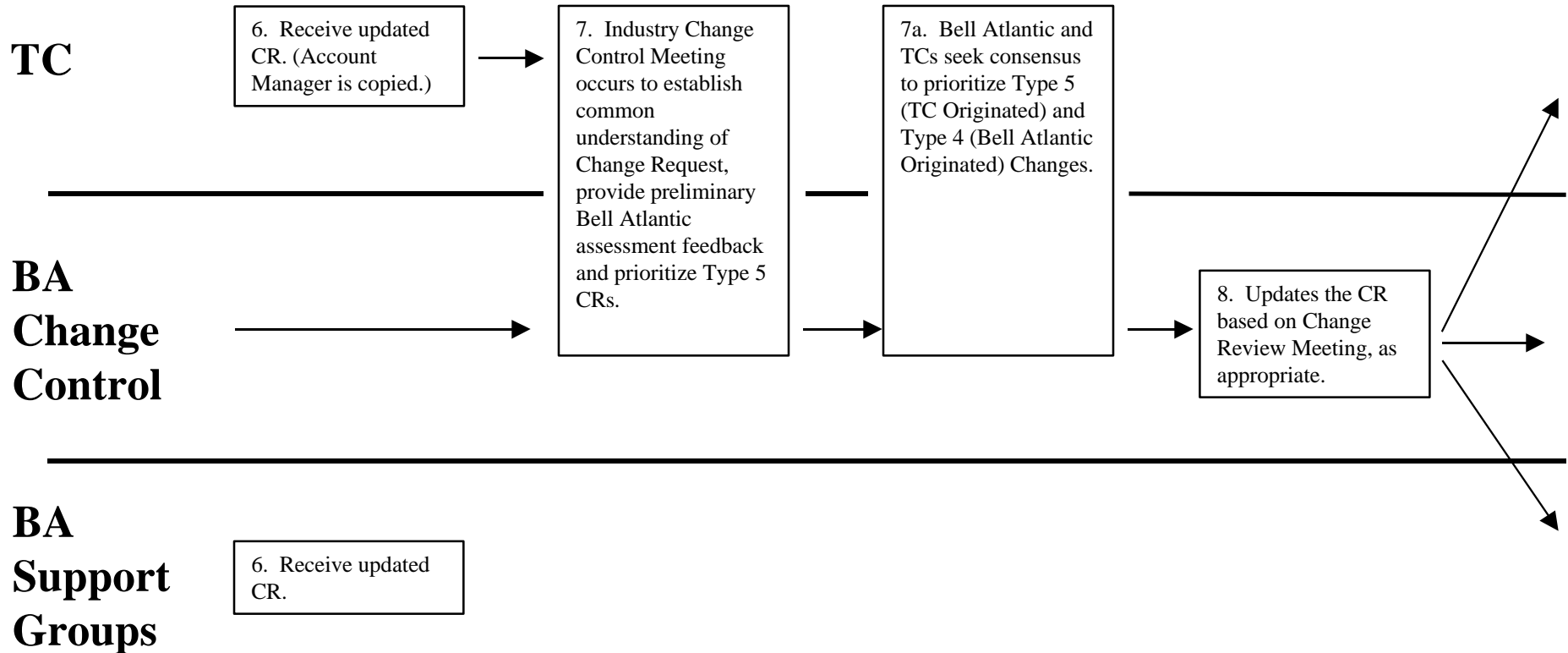
4. Assess CR and inform BA CC Manager of updates.



Business Day 1 of BA
Assessment

Operations Excellence

Type 5 (TC Originated) Changes



Business Day 15 of
BA Assessment

Type 5 (TC Originated) Changes

TC

9. Receive updated CR. (Account Manager is copied.)

13. Continue from process for Type 4 Changes, Step 7 - Receive CR specs and implementation date.

**BA
Change
Control**

10. Define CR Requirements.

12. BA Internal Change Control Meeting occurs to schedule prioritized Type 5 CR release date, based on impact analysis and existing CRs.

**BA
Support
Groups**

9. Receive updated CR.

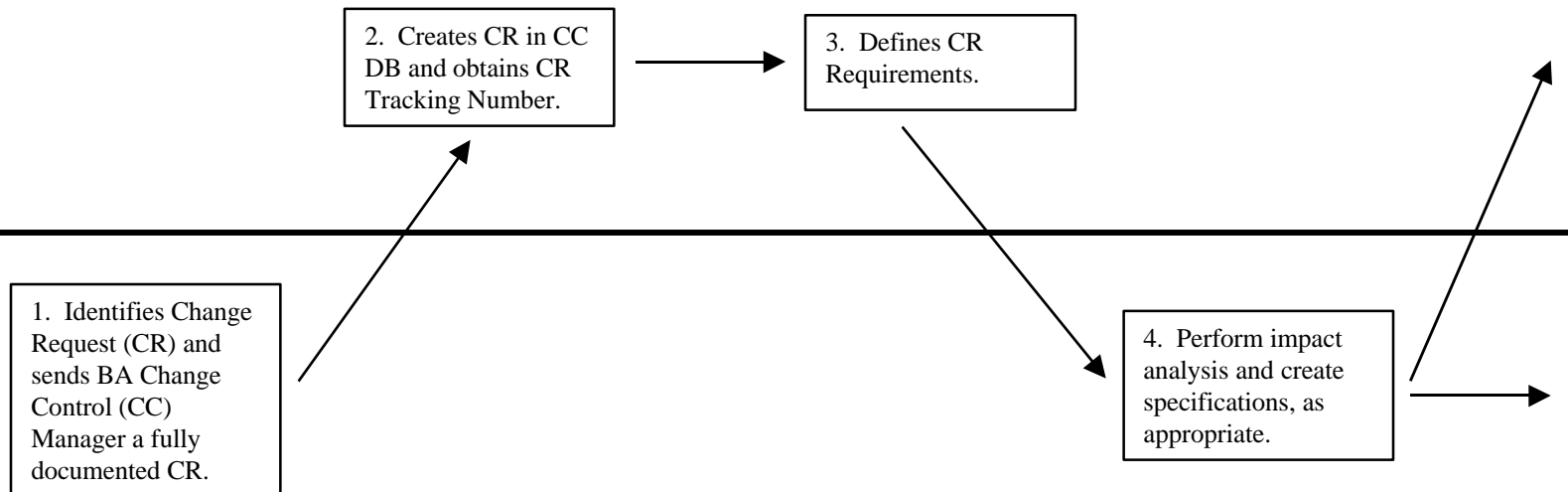
11. Perform impact analysis and create specs, as appropriate.

Type 4 (Bell Atlantic Originated) Changes

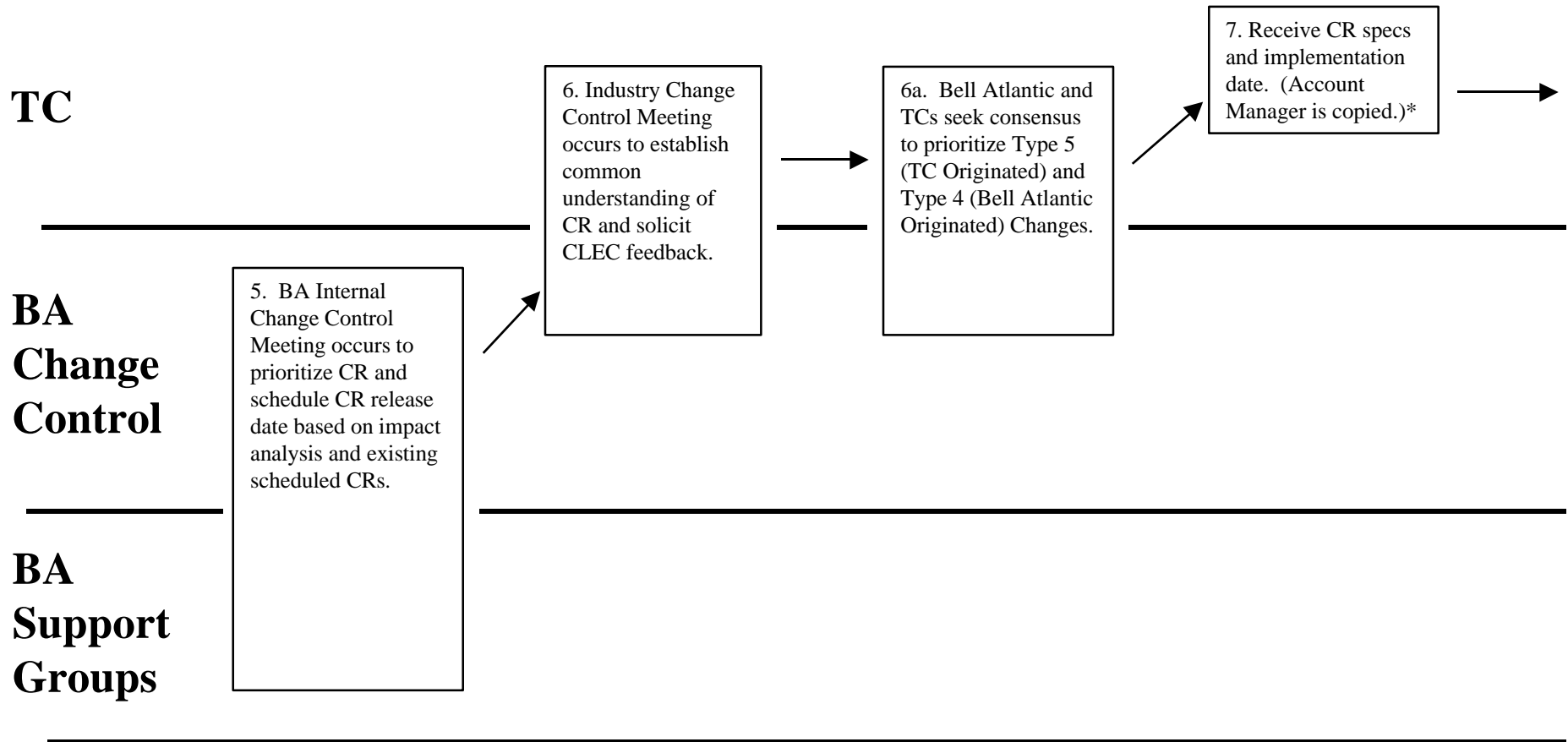
TC

**BA
Change
Control**

**BA
Support
Groups**

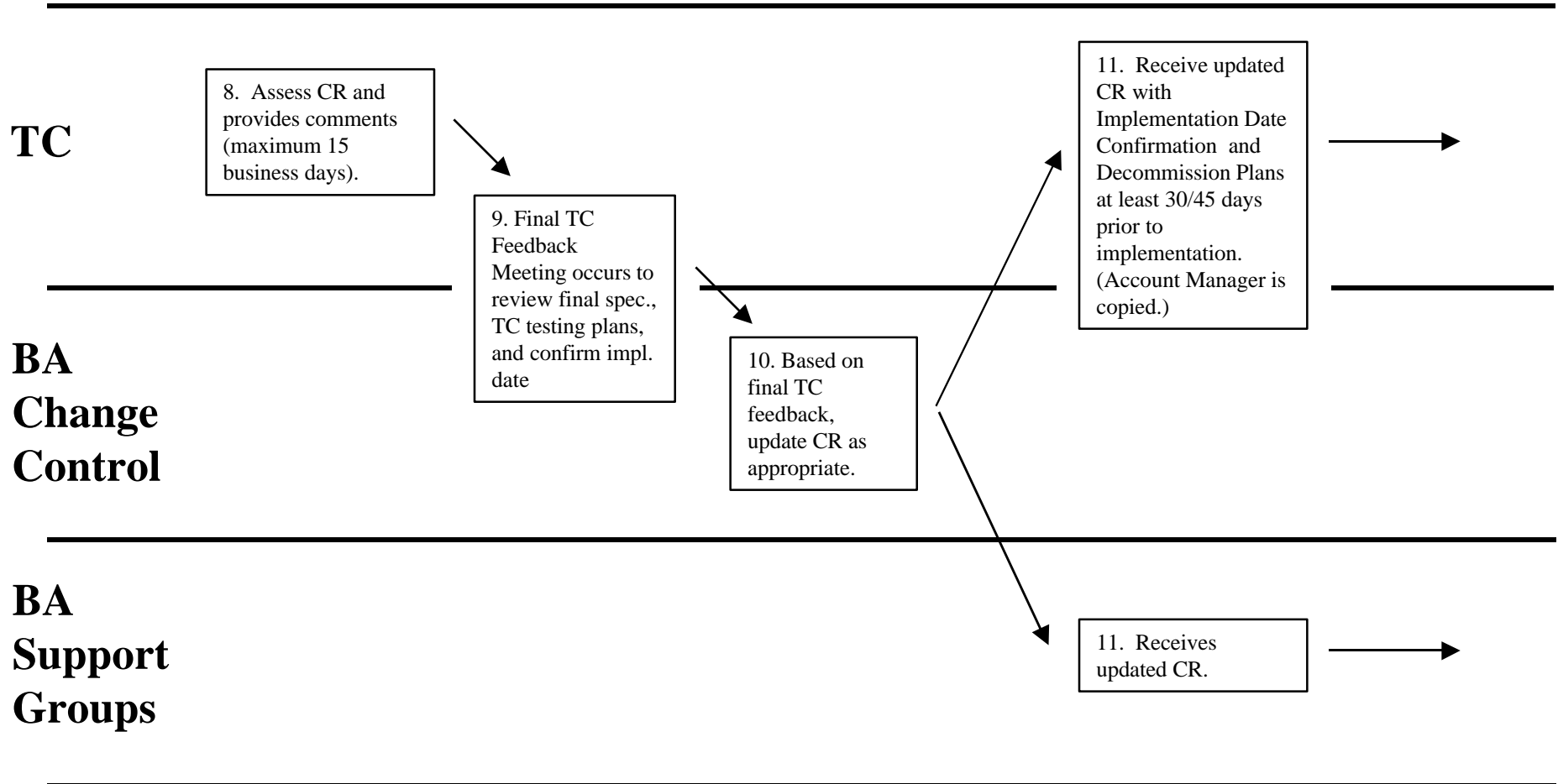


Type 4 (Bell Atlantic Originated) Changes



* Type 5 Changes continue at this step.

Type 4 (Bell Atlantic Originated) Changes



Business Day 1 of TC Assessment

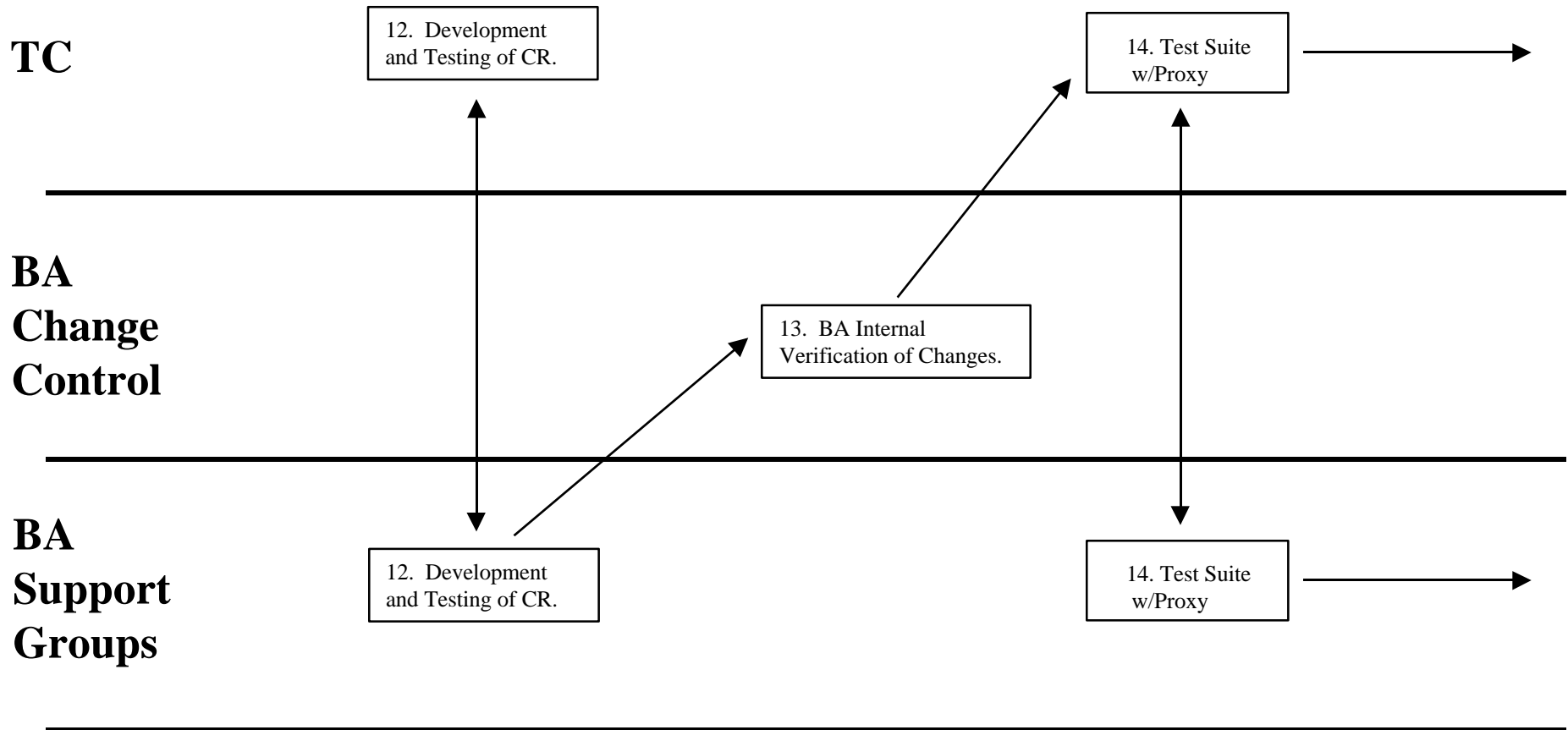


Business Day 15 of TC Assessment



Day 1 of 30/45 Day Implementation Notification

Type 4 (Bell Atlantic Originated) Changes



Type 4 (Bell Atlantic Originated) Changes

TC

15. Upon successful completion of test suite, Implementation of CR.

**BA
Change
Control**

16. Close CR and confirm decommission timeline.

**BA
Support
Groups**

15. Upon successful completion of test suite, Implementation of CR.

17. Decommission outdated functionality.



Day 30/45 -
Implementation Day



30 Days After
Implementation
(refers to 12.1)

Type 3 (Industry Standard) Changes

TC

BA
Change
Control

BA
Support
Groups

1. When the Industry Standard Draft Specs are available, the Change Request (CR) in Change Control (CC) DB is created and CR Tracking Number is obtained.

2. Provides CR input and draft specifications to CC Manager.

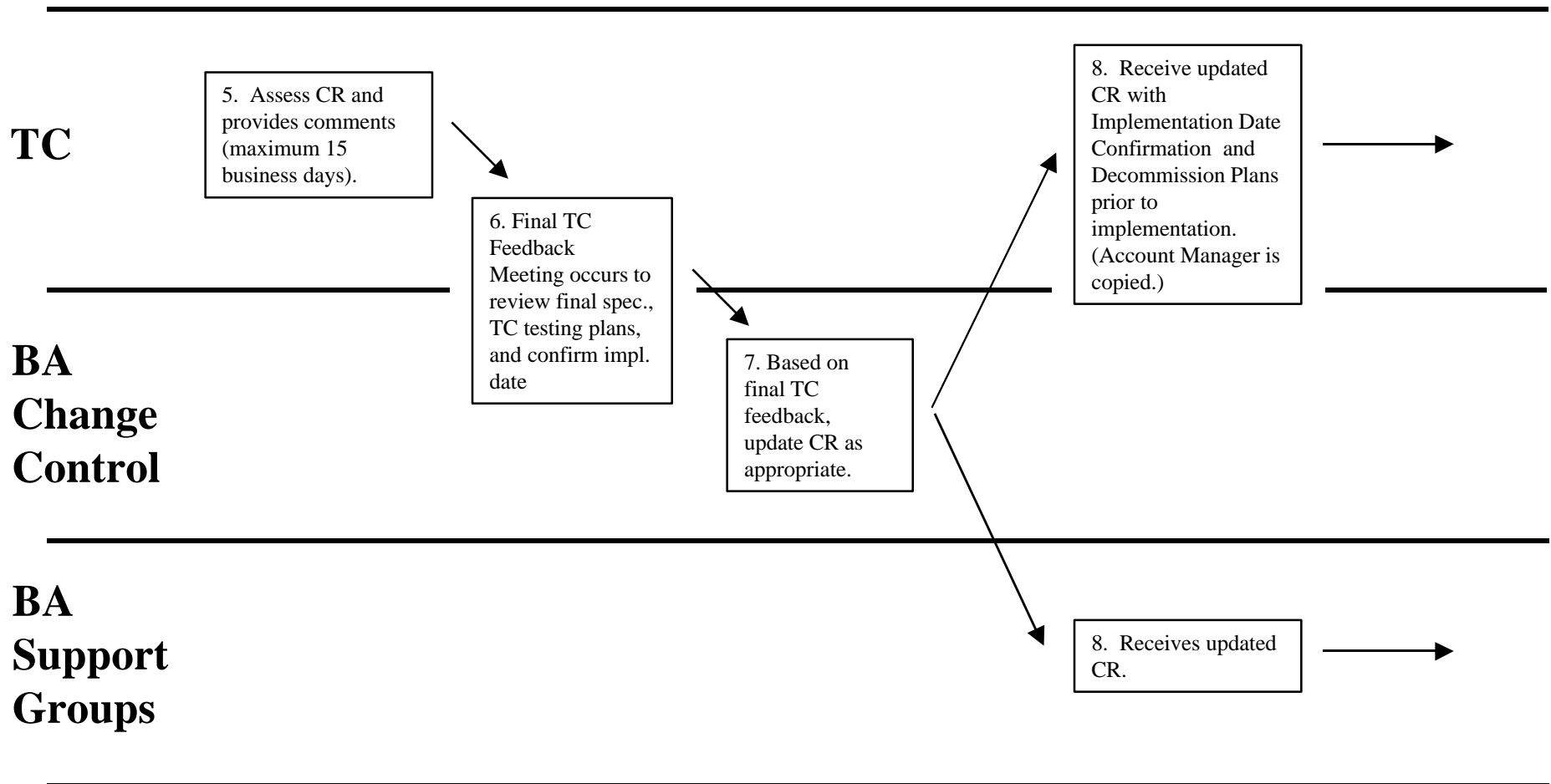
3. Updates CR with BA support group input and draft specifications, as appropriate.

4. Notified of CR and provided with BA draft specifications for change. (Account Manager is copied.)



60 days after TCIF draft specs

Type 3 (Industry Standard) Changes



Business Day 1 of TC Assessment



Business Day 15 of TC Assessment



Day 1 of 30/45 Day Implementation Notification

Type 3 (Industry Standard) Changes

TC

9. Industry Change Control Meeting occurs to establish common understanding of CR.

**BA
Change
Control**

10. Updates the CR based on Change Control Meeting, as appropriate.

11. Receives updated CR. (Account Manager is copied.)

**BA
Support
Groups**

Type 3 (Industry Standard) Changes

TC

BA
Change
Control

BA
Support
Groups

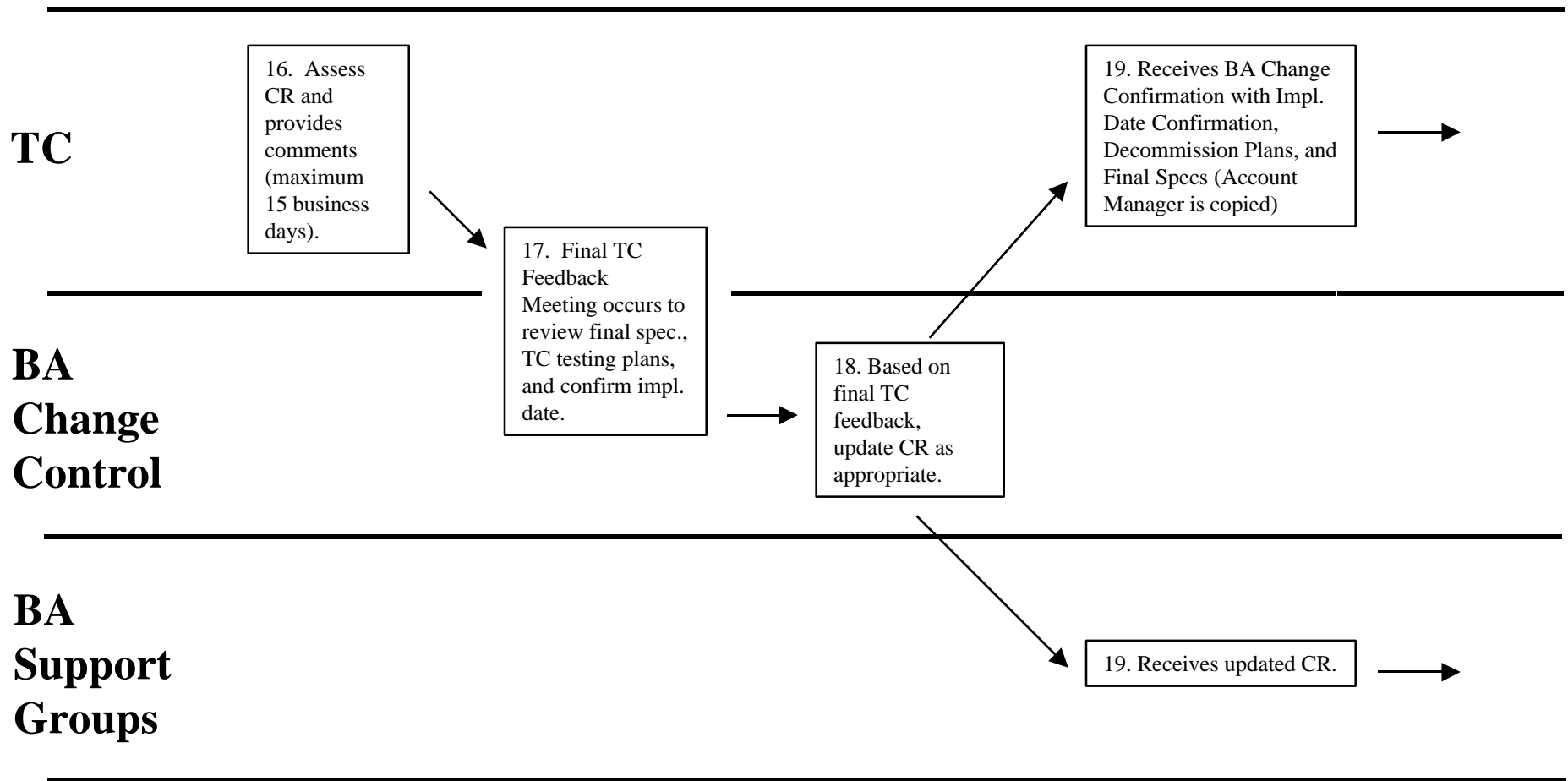
15. BA Change Notification no later than 60 days after Industry Standard final specs (Account Manager is copied). This Notification of the CR specific Interface Testing Plans, Implementation Dates, and BA Specs.

12. Updates CR Requirements, as appropriate

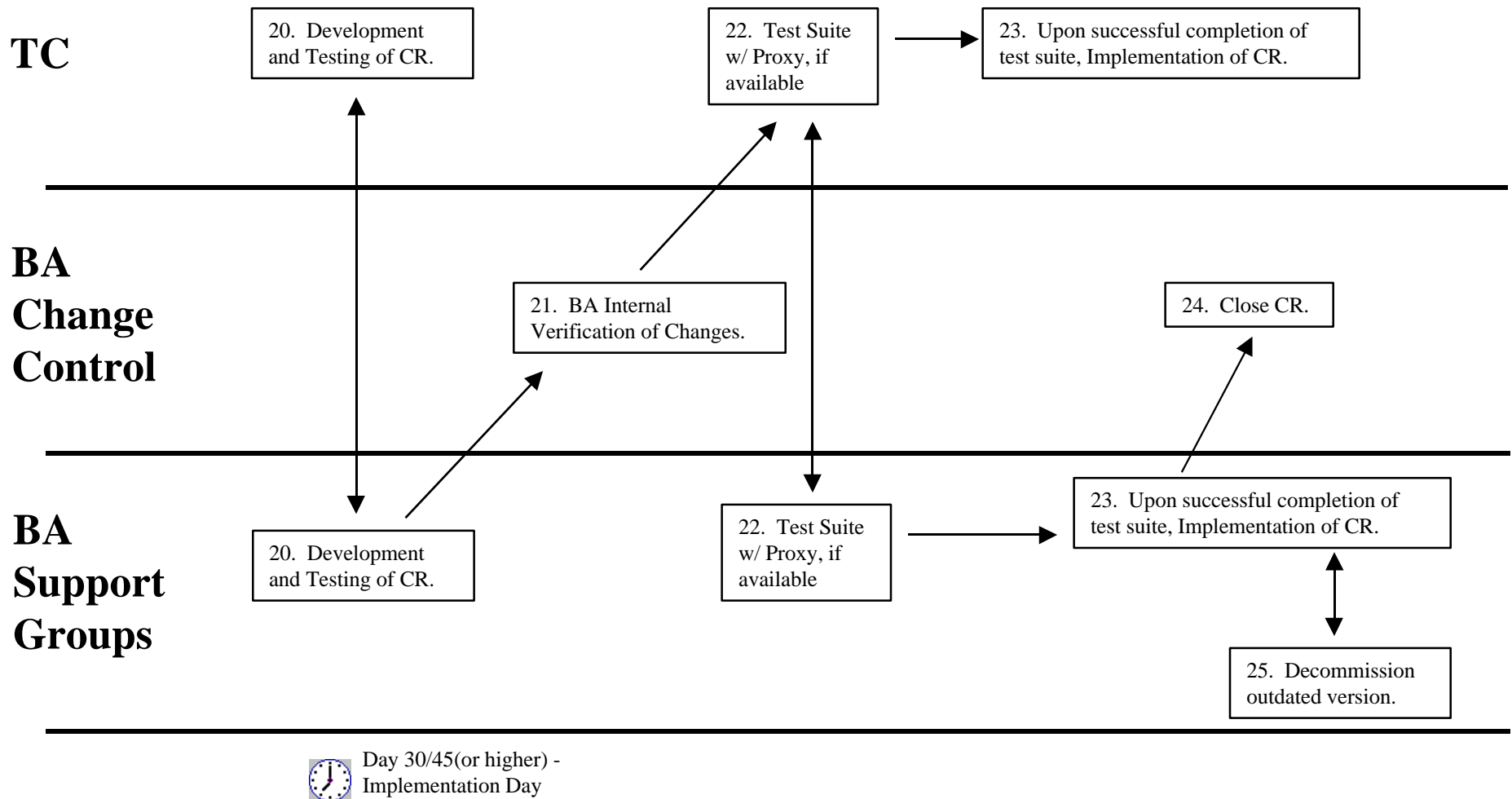
14. BA Internal Change Control Meeting occurs to prioritize CR and schedule CR release date based on impact analysis and existing scheduled CRs.

13. Performs impact analysis.

Type 3 (Industry Standard) Changes



Type 3 (Industry Standard) Changes



Type 2 (Regulatory) Changes

TC

1. Notifies Change Control (CC) Manager of Regulatory requirement.

**BA
Change
Control**

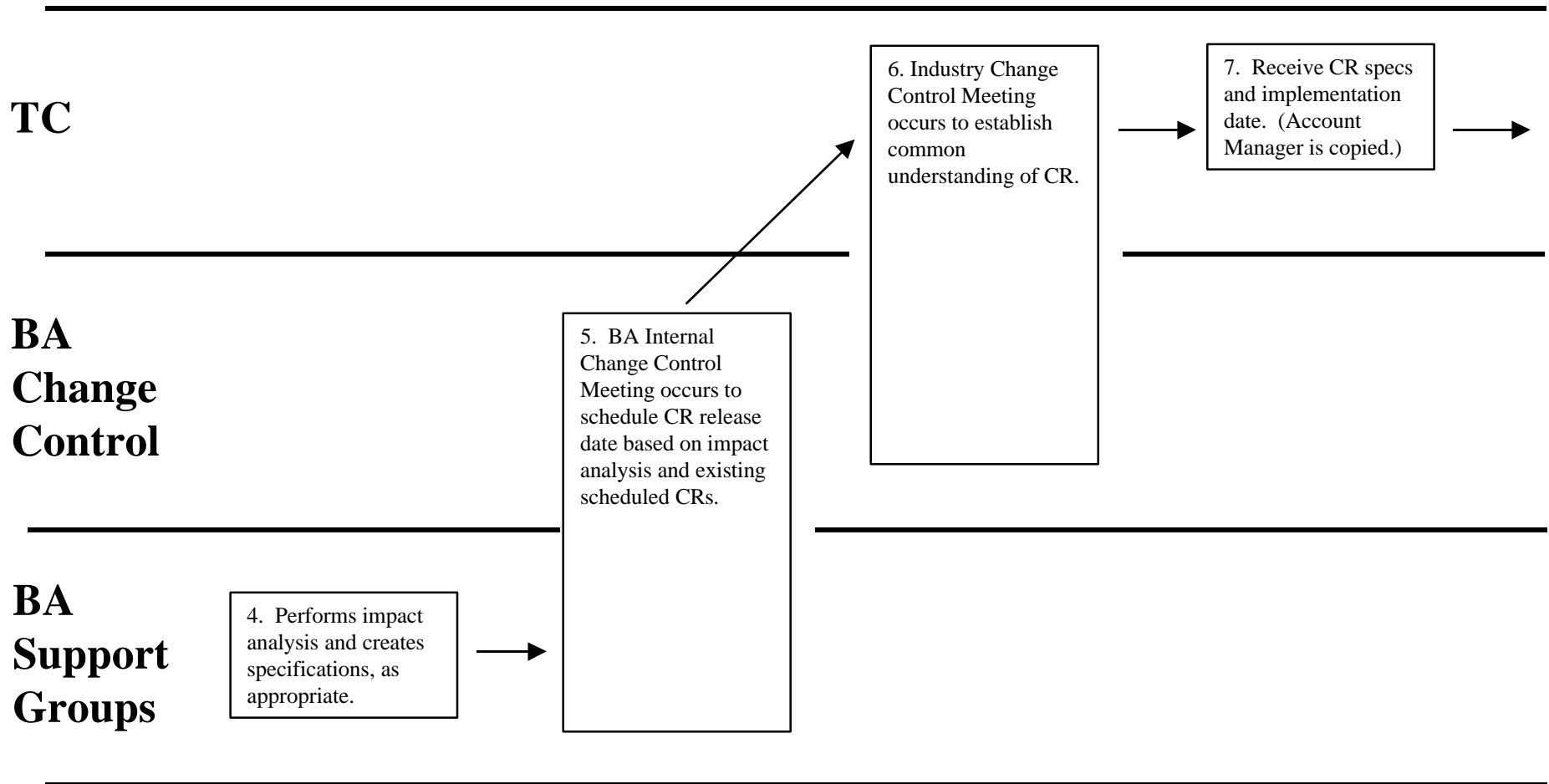
2. Creates Change Request (CR) in CC DB and obtains CR Tracking Number.

3. Defines CR requirements.

**BA
Support
Groups**

1. Notifies Change Control (CC) Manager of Regulatory requirement.

Type 2 (Regulatory) Changes



Type 2 (Regulatory) Changes

TC

8. Assess CR and provides comments (maximum 15 business days).

**BA
Change
Control**

9. Final TC Feedback Meeting occurs to review final spec., TC testing plans, and confirm impl. date.

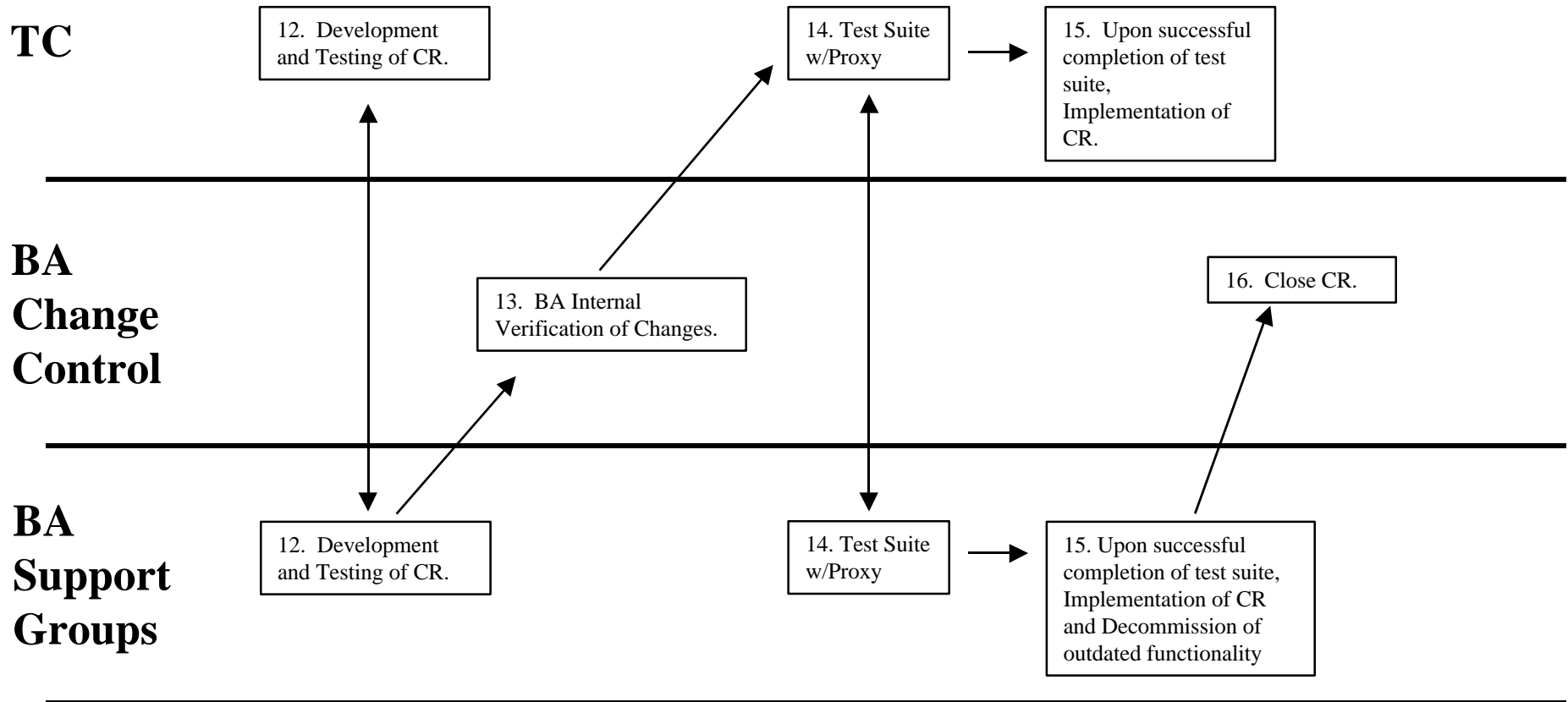
10. Based on final TC feedback, update CR as appropriate.

11. Receive updated CR with Implementation Date Confirmation and Decommission Plans at least 30/45 days prior to implementation. (Account Manager is copied.)

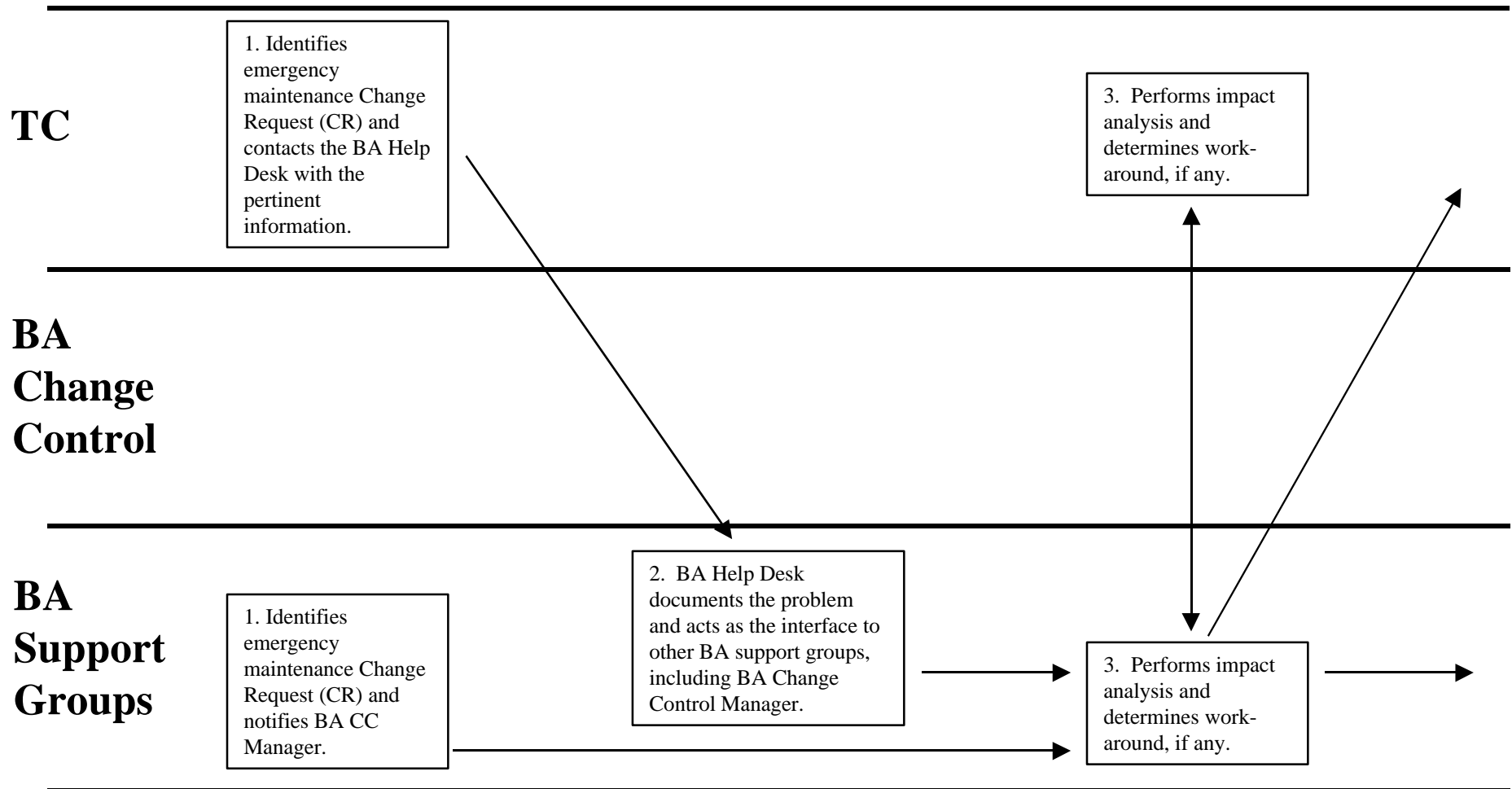
**BA
Support
Groups**

11. Receives updated CR.

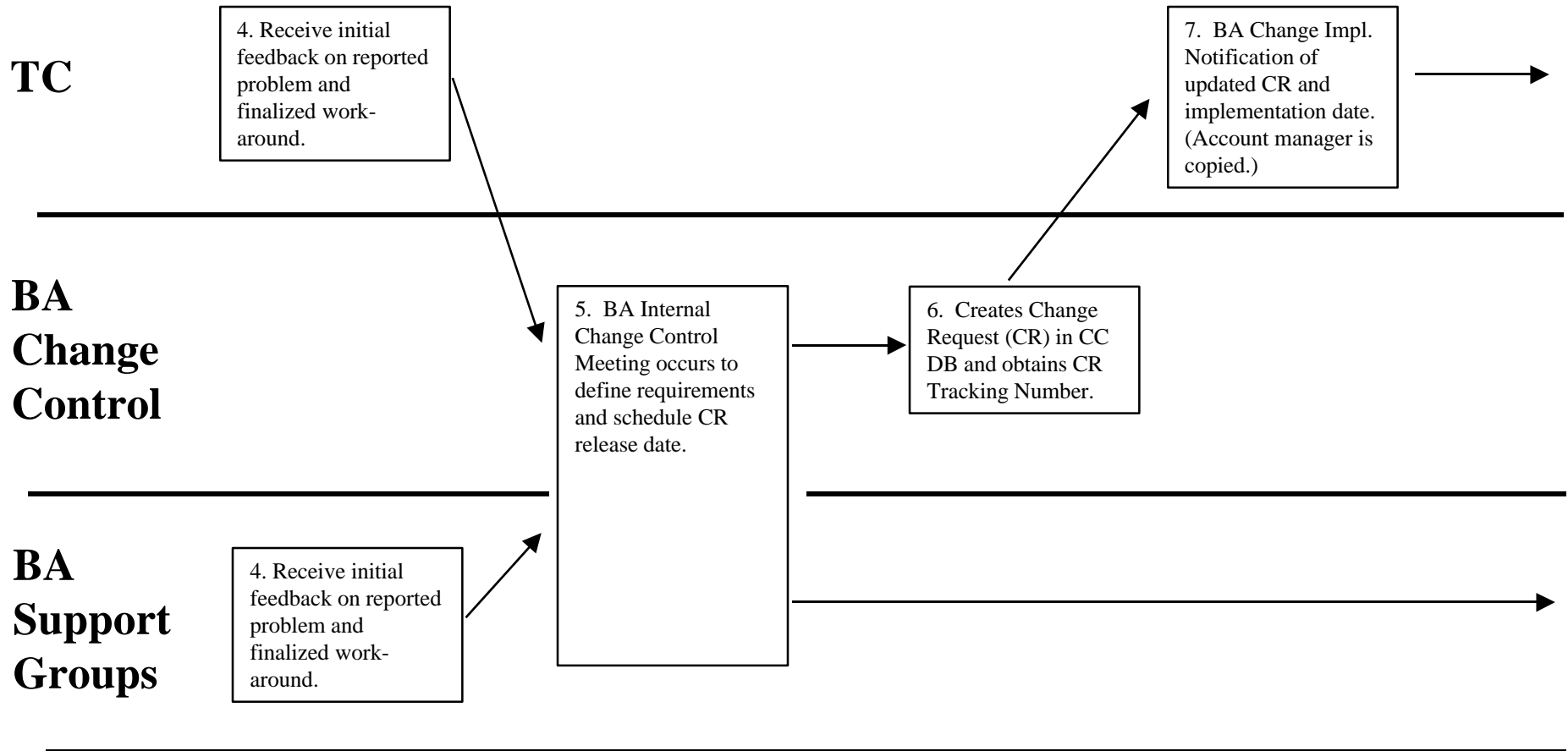
Type 2 (Regulatory) Changes



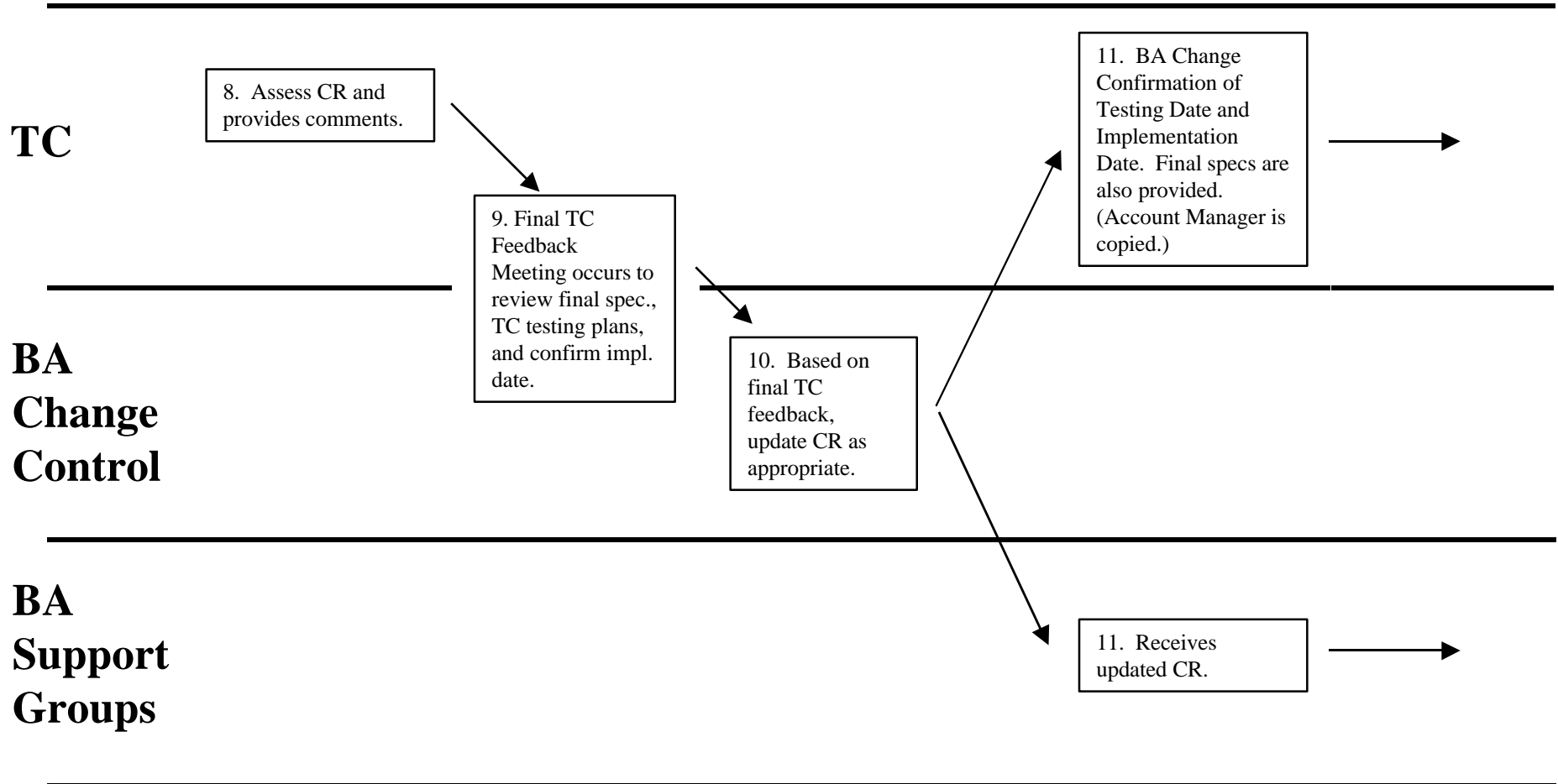
Type 1 (Emergency Maintenance) Changes to Bell Atlantic Systems



Type 1 (Emergency Maintenance) Changes to Bell Atlantic Systems



Type 1 (Emergency Maintenance) Changes to Bell Atlantic Systems

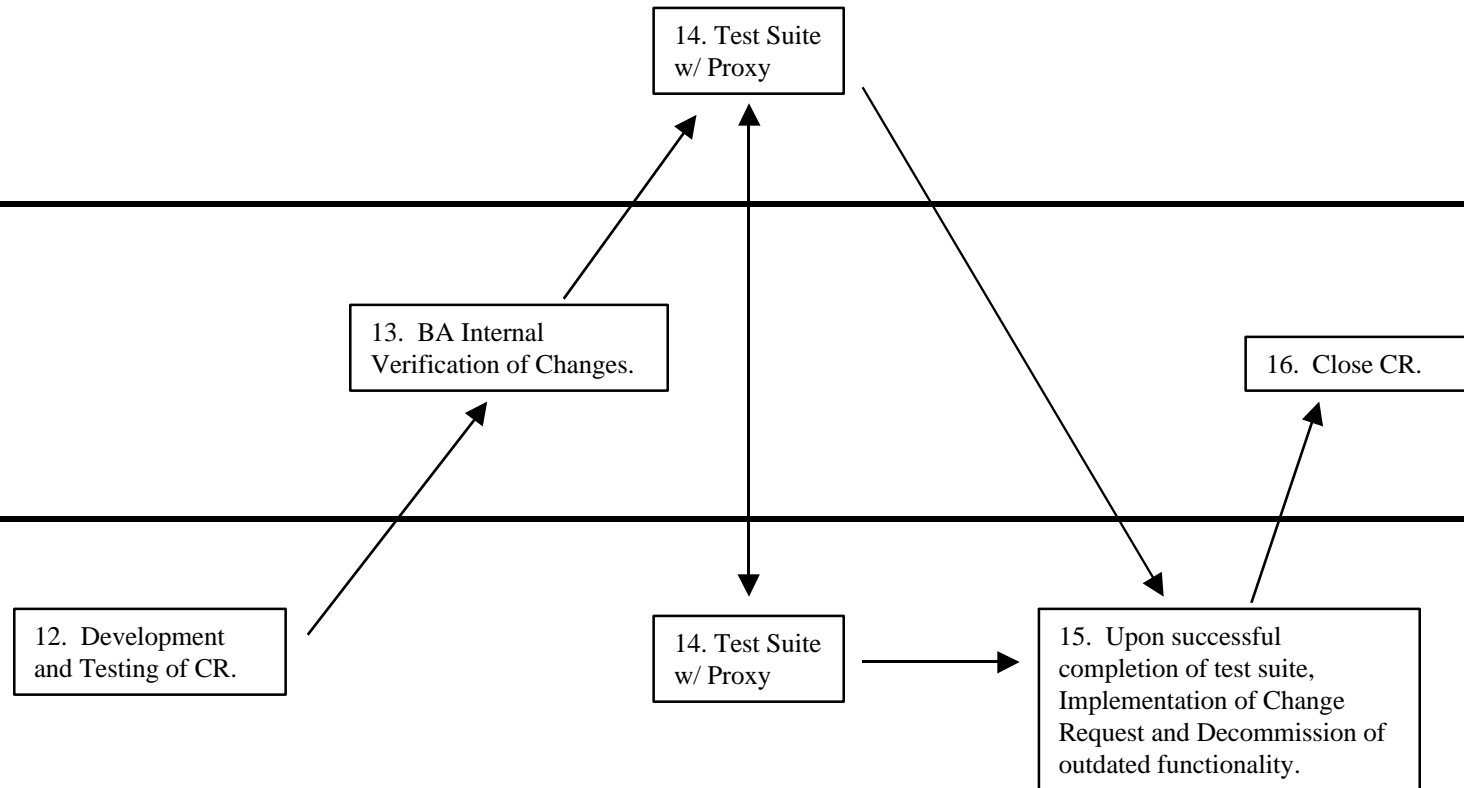


Type 1 (Emergency Maintenance) Changes to Bell Atlantic Systems

TC

**BA
Change
Control**

**BA
Support
Groups**



Type 1 (Emergency Maintenance) Changes to TC Systems

TC

1. Identifies emergency maintenance Change Request and contacts the BA Help Desk with the pertinent information. .

3. Performs impact analysis and determines work-around, if any.

**BA
Change
Control**

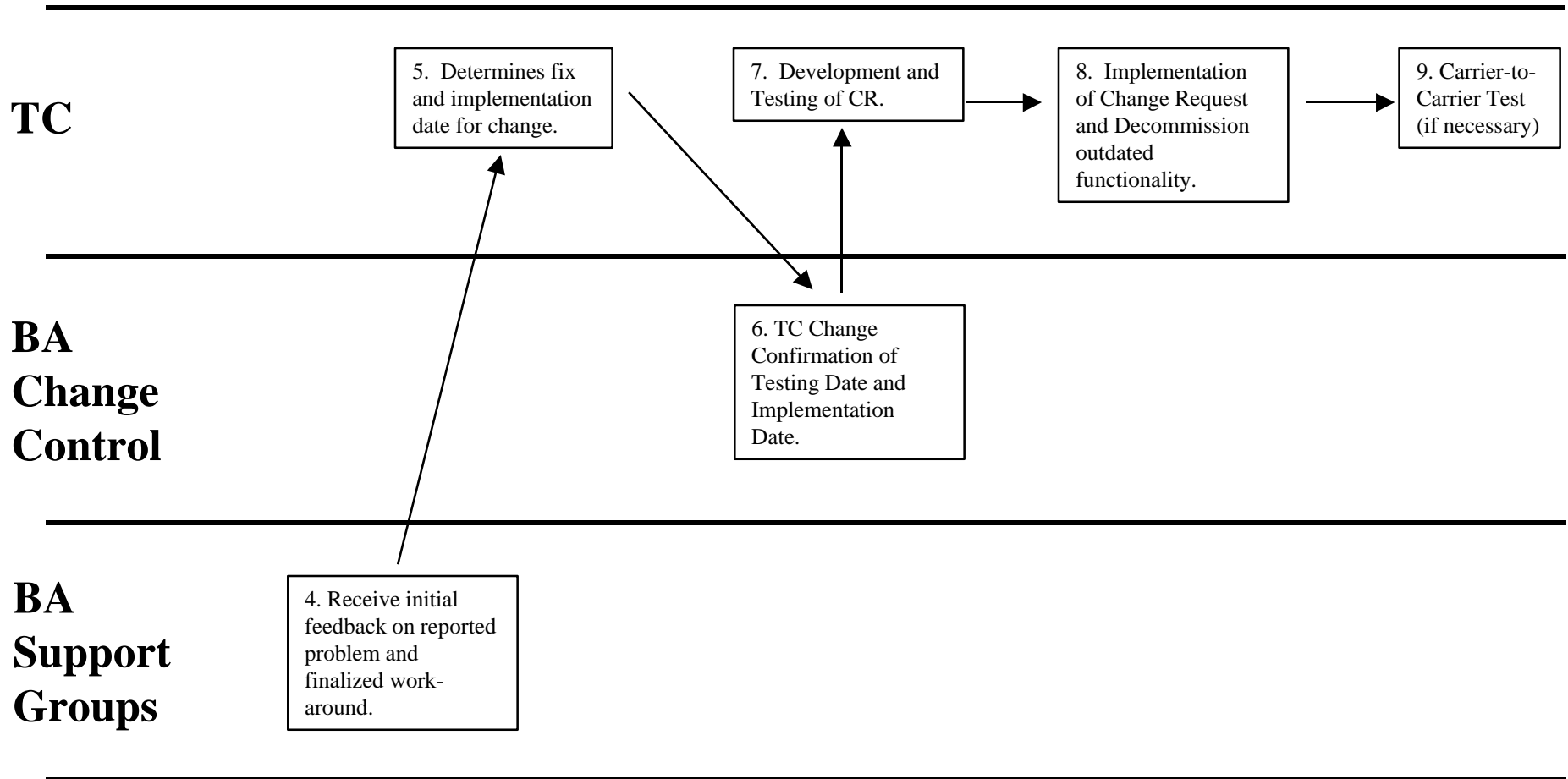
**BA
Support
Groups**

1. Identifies emergency maintenance Change Request and notifies BA Change Control Manager.

2. BA Help Desk acts as the interface to other BA support groups, including BA Change Control Manager .feedback on reported problem and finalized work-around.

3. Performs impact analysis and determines work-around, if any.

Type 1 (Emergency Maintenance) Changes to TC Systems





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Process Flow Descriptions for Typical Changes

How To Read This Section

The process flow diagrams in the previous section depict the responsibility of each organization (TC, Bell Atlantic Change Control, and Bell Atlantic Support Groups) in the TIS Change Management Process. The following detailed descriptions correspond to those steps outlined in the process flow and provide additional information about each step. When reading the detailed descriptions for a particular type of change, it will be helpful to follow the process flow.

Type 5 (TC Originated) Changes

1. Identifies Change Request (CR) and sends BA Change Control (CC) Manager a fully documented CR form

Who: TC change management organization representative

When: To begin a Type 5 (TC Originated) change

How: When a TC identifies a change it is seeking to implement which will require a modification to its interface with Bell Atlantic, the TC initiates the Change Management Process by sending Bell Atlantic a description of the change. The vehicle for communicating this description is the Change Control Request form. A *completed* form should be delivered to the Bell Atlantic Change Control Manager. The form should be delivered via electronic mail or the Bell Atlantic Web GUI “Contact Us” resource. All completed change request forms should include a specification of the discrete inputs and outputs, as well as proposed business processes enabled by the change. The Bell Atlantic Change Control Manager may request additional information from the TC originating the request at this point. A request must be complete prior to its progressing to the next step in the process, where it is assigned a change control log number and assessment begins. In general, each interface-related change request should include a detailed specification of the discrete inputs and outputs which would be sent between Bell Atlantic and TCs if the change were implemented, an assessment of how this differs from the existing interface function, an example of the requested change, and the rationale for the change.

2. Creates CR in Change Control (CC) DB and obtains CR Tracking Number

Who: Bell Atlantic Change Control Manager



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When: Upon receipt of a completed Type 5 (TC Originated) Change Control Request form

How: The Bell Atlantic Change Control Manager enters the information provided on the Change Control Request form into an internal Bell Atlantic TIS Change Management database. This database serves as a central repository for the Bell Atlantic Change Control group to organize change requests across various Bell Atlantic regions and system applications. It also serves as a control point for the Bell Atlantic Change Control group to forward the detailed change request information to the Bell Atlantic support groups. At this point the Bell Atlantic Change Control Manager may request additional information from the change request originator to ensure it is sufficiently detailed to be considered complete.

Note: This step is not dependent on the change request type.

3. Notified of CR and associated Tracking Number (Account Manager is copied)

Who: TC change management organization representative

When: Following creation of a new entry in the Bell Atlantic TIS Change Management database

How: A tracking number for the new Change Request is created as it is entered in the TIS Change Management Database. The Bell Atlantic Change Control Manager forwards this tracking number and Change Request to the requesting TC and all TCs' change management representatives via electronic mail, as well as through the notification process at the *Industry Change Control Meeting*. The tracking number is also posted to the Web GUI. Bell Atlantic support groups are also notified on the new change request and its associated tracking number. This tracking number is permanently associated with the particular change request. All parties should use this tracking number in subsequent discussions of the change requests, such as in inquiries about the status of change requests or in submissions of updated detailed requirements.

The appropriate Bell Atlantic TC Account Managers receive copies of this change request.

4. Assesses CR and informs BA CC Manager of updates (if necessary)

Who: Various Bell Atlantic support groups as affected by the change request

When: Within fifteen business days after receipt of the change request



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How: The Bell Atlantic Change Control Manager regularly holds meetings with representatives from the various support groups to review work items associated with TIS Change Management. One agenda item at these meetings is a review of newly initiated Type 5 (TC Originated) changes. All such change requests are reviewed. Each support group (such as Billing, Service Order Methods, Operations, etc.) reviews change requests related to their area of responsibility. If the support groups need any additional information from the TC it will be requested at this time. For the majority of change requests, assessment occurs in parallel among several Bell Atlantic support groups. The length of time required to perform this analysis can be expected to vary with the complexity of the change request and the extent to which the support groups' business function is directly or indirectly involved. The assessment will take a maximum of fifteen business days.

5. Assesses CR and updates as appropriate (maximum 15 business days)

Who: Bell Atlantic Change Control Manager

When: Following Bell Atlantic support group analysis feedback

How: The Bell Atlantic Change Control Manager responsible for the change request collects analysis feedback from the various support groups affected by the change. The results of this assessment are incorporated into the TIS Change Management database as well as into an updated Change Control Request form.

6. Receives updated CR (Account Manager is copied)

Who: Requesting TC and all TC change management organization representatives and relevant Bell Atlantic support groups

When: Directly following synthesis of support group analysis feedback, but no more than 15 business days after the change request is submitted to the groups for review

How: The Bell Atlantic Change Control Manager responsible for the change request delivers the updated Change Control Request form to the TC change management representatives and the Bell Atlantic support groups affected by the change. This updated form is delivered to the TC electronically.

Bell Atlantic provides all TCs with its preliminary assessment feedback. This preliminary assessment feedback indicates one of the following:

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- ❑ The change request has been accepted. The implementation date, specifications, testing information, and decommission plans will be provided as available.
- ❑ The change request has been rejected as it currently appears. Possible reasons for rejection include:
 - cost/benefit
 - resource commitments
 - industry direction
 - Bell Atlantic direction

Bell Atlantic will entertain alternative proposals which address the obstacle(s) to implementing the change request. These subsequent proposals, submitted by the TC, will be received by Bell Atlantic as in the Type 5 process.

- ❑ In most cases, the change request remains under consideration. The Bell Atlantic feedback describes the aspects of the submitted change request that Bell Atlantic does not understand. In addition to requiring clarification, a change request may also be deferred due to its priority level in relation to other Type 5 change requests. If the TCs wish to reprioritize these change requests, they may do so at the *Industry Change Control Meeting*.

The appropriate Bell Atlantic TC Account Manager receives copies of this and any other updates to the change request.

7. *Industry Change Control Meeting occurs to establish common understanding of CR, provide preliminary Bell Atlantic assessment feedback and prioritize Type 5 CRs*

Who: All TC change management representatives and Bell Atlantic change control manager

When: At the next monthly *Industry Change Control Meeting* that is at least fifteen business days after initial receipt of a Type 5 Change Request.

How: It is imperative that the TCs and Bell Atlantic resolve any ambiguities associated with the TC submitted change request. In order to facilitate these resolutions, a discussion of the change request should occur at the monthly *Industry Change Control Meeting* or within the appropriate working subgroup. The Bell Atlantic Change Control Manager may involve representatives from support groups as needed. If appropriate, the Bell Atlantic Change Control Manager may request that the change request be assigned to a working group members working group or groups for resolution of issues and/or technical or operational analysis. Working groups are composed of representatives from both TCs and Bell Atlantic. Assignment of an issue to working groups shall be made upon majority vote of the Industry Change Control Meeting Group.



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In addition to resolving any ambiguities about the change request, this meeting may also review the prioritization or reprioritization of a new change request and/or change request in progress in the context of Type 5 change requests. Priority for Type 5 change requests will be determined by agreement among the TCs. In the event an agreement is not reached, each change request will be handled by Bell Atlantic on a case-by-case basis with consideration of various inputs from TCs. Factors which may alter the prioritization of the change request include:

- ☐ Complexity of issues raised by Bell Atlantic support groups' analysis
- ☐ High level implementation cost and time estimates
- ☐ Relation to other previously existing or pending change requests
- ☐ Industry standards or guidelines

7a. Bell Atlantic and TCs seek consensus of prioritization of Type 5 (TC Originated) and Type 4 (Bell Atlantic Originated) Changes.

Who: All TC change management representatives and Bell Atlantic change control managers

When: At the *Industry Change Control Meeting*

How: In the course of the *Industry Change Control Meeting* the TCs will evaluate the scheduled implementation date of Type 5 (TC Originated) Changes. Bell Atlantic will work with the TCs to ensure these dates are mutually agreeable. Bell Atlantic and TCs will seek consensus of prioritization of Type 5 (TC Originated) and Type 4 (Bell Atlantic Originated) Changes.

8. Updates the CR based on Change Review Meeting, as appropriate

Who: Bell Atlantic Change Control Manager

When: Following the Bell Atlantic / TC Change Review Meeting

How: The Bell Atlantic Change Control Manager responsible for the change request collects the results from the Industry Change Control Meeting. These results are incorporated into the TIS Change Management database as well as into an updated Change Control Request form. At this point, any gaps or inconsistencies in the change request are resolved.

9. Receives updated CR (Account Manager is copied)

Who: TC change management organization representative and relevant Bell Atlantic support groups



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When: Directly following update of the change request with *Industry Change Control Meeting* results

How: The Bell Atlantic Change Control Manager responsible for the change request delivers the updated Change Control Request form to all parties involved. Affected parties include the TCs' change management representative and the Bell Atlantic support groups affected by the change. This updated form is delivered back to the TC as a hard copy and/or electronically.

The appropriate Bell Atlantic TC Account Manager receives copies of this and any other updates to the change request.

10. Defines CR requirements

Who: Bell Atlantic Change Control group

When: After the change request has been updated with the results of the *Industry Change Control Meeting*

How: The Bell Atlantic Change Control group evaluates the change request and details comprehensive requirements. This requirement definition is used by each Bell Atlantic support group to analyze and design the changes to their processes and systems. This step helps define the responsibilities of the Bell Atlantic support groups in implementing the change request.

11. Perform impact analysis and create specifications, as appropriate

Who: Various Bell Atlantic support groups

When: Directly after definition of change request requirements

How: The goals and requirements of the suggested change request are submitted to all Bell Atlantic support groups so that they may determine the extent of work necessary to implement the change within their specific business function. In the case of a Type 5 (TC Originated) change, which could introduce significant process improvements, new functions or new system applications, the Bell Atlantic Change Control Manager would generally involve all Bell Atlantic support groups. This expansive review assures that changes are not implemented within one business organization without recognizing the impacts to other business organizations.

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In addition to an impact analysis, any specifications associated with the change are also created. These specifications describe the inputs, outputs, and business rules for the change.

12. BA Internal Change Control Meeting occurs to schedule prioritized Type 5 CR release date based on impact analysis and existing scheduled CRs.

Who: Bell Atlantic Change Control group and Bell Atlantic support groups

When: Pending support group change request impact assessment

How: Change Control meetings are held to prioritize and schedule new change requests which have been fully analyzed. The Bell Atlantic Change Control Manager facilitates the meeting between the involved support groups. The range of competing factors which must be considered in determining the priority and release date include:

- ☐ Development and release capacities within the various support groups
- ☐ Degree of complexity for the support group changes
- ☐ Degree of impact to other change requests
- ☐ Business and System need for change request
- ☐ Regulatory and Merger time commitments

With the determination of a release date is the scheduling of TC proxy testing availability. Together, the Bell Atlantic support groups determine a mutually feasible date for TC proxy testing.

13. Continue from Process for Type 4 Changes, Step 7 – Receive CR specs and implementation date

Note: From this point onward, the Type 5 (TC Originated) Change Management process is identical to step 7 of the Type 4 (Bell Atlantic Originated) Change Management process. See the relevant section of this document.



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Type 4 (Bell Atlantic Originated) Changes

1. Identifies Change Request (CR) and sends BA Change Control (CC) Manager a fully documented CR

Who: Bell Atlantic support group

When: To initiate a Type 4 (Bell Atlantic Originated) change request

How: The internal Bell Atlantic support group initiating a change request follows essentially the same procedure to submit a description of the changes as does an external TC. The same level and range of information as appear on the Change Control Request form used by TCs must be defined by the internal Bell Atlantic group. In some cases a Bell Atlantic support group representative will create an entry in the TIS Change Management database directly. For groups without access to this database the Bell Atlantic Change Control Manager creates the entry.

2. Creates CR in CC DB and obtains CR Tracking Number

Who: Bell Atlantic Change Control Manager

When: Upon receipt of a Type 4 (Bell Atlantic Originated) Wholesale Change Request form

How: The Bell Atlantic Change Control Manager enters the information provided on the Change Control Request form into an internal Bell Atlantic TIS Change Management database. This database serves as a central repository for the Bell Atlantic Change Control group to organize change requests across various Bell Atlantic regions and system applications. It also serves as a control point for the Bell Atlantic Change Control group to forward the detailed change request information to the Bell Atlantic support groups. At this point the Bell Atlantic Change Control Manager may request additional information from the change request originator to ensure it is sufficiently detailed to be considered complete. In general, each interface-related change request should include a detailed specification of the discrete inputs and outputs which would be sent between Bell Atlantic and TCs if the change were implemented, an assessment of how this differs from the existing interface function, an example of the requested change and the rationale for the change.

Note: This step is not dependent on the change request type.



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3. Defines CR requirements

Who: Bell Atlantic Change Control group

When: After the creation of a Type 4 (Bell Atlantic Originated) Change Request or after the update of a Type 5 (TC Originated) Change Request with the results of the *Industry Change Control Meeting*

How: The Bell Atlantic Change Control group evaluates the change request and details comprehensive requirements. This requirement definition is used by each Bell Atlantic support group to analyze and design the changes to their processes and systems. This step helps define the responsibilities of the Bell Atlantic support groups in implementing the change request.

4. Performs impact analysis and create specifications, as appropriate

Who: Various Bell Atlantic support groups

When: Directly after definition of change request requirements

How: The goals and requirements of the suggested change request are submitted to all Bell Atlantic support groups so that they may determine the extent of work necessary to implement the change within their specific business function. In the case of a Type 4 (Bell Atlantic Originated) change, which could introduce significant process improvements, new functions or new system applications, the Bell Atlantic Change Control Manager would generally involve all Bell Atlantic support groups.

In addition to an impact analysis, any specifications associated with the change are also created. These specifications describe the inputs, outputs, and business rules for the change.

5. BA Internal Change Control Meeting occurs to prioritize CR and schedule CR release date based on impact analysis and existing scheduled CRs.

Who: Bell Atlantic Change Control group and Bell Atlantic support groups

When: Pending support group change request impact assessment

How: Change Control meetings are held to prioritize and schedule new change requests which have been fully analyzed. The Bell Atlantic Change Control Manager facilitates the meeting between the involved support groups. The range of factors which must be considered in determining the priority and release date include:

- Development and release capacities within the various support groups



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- ❑ Degree of complexity for the support group changes
- ❑ Degree of impact to other change requests
- ❑ Business and System need for change request
- ❑ Regulatory and Merger time commitments

With the determination of a release date is the scheduling of TC proxy testing availability. Together, the Bell Atlantic support groups determine a mutually feasible date for TC proxy testing.

6. Industry Change Control Meeting occurs to establish common understanding of CR and solicit CLEC feedback.

Who: All TC change management representatives and Bell Atlantic change control manager

When: At the next monthly *Industry Change Control Meeting*.

How: It is imperative that the TCs and Bell Atlantic resolve any ambiguities associated with the change request. In order to facilitate these resolutions, a discussion of the change request should occur at the monthly *Industry Change Control Meeting* or within the appropriate working subgroup. The Bell Atlantic Change Control Manager may involve representatives from support groups as needed. If appropriate, the Bell Atlantic Change Control Manager may request that the change request be assigned to a working group or groups for resolution of issues and/or technical or operational analysis. Working groups are composed of representatives from both TCs and Bell Atlantic. Assignment of an issue to working groups shall be made upon majority vote of the Industry Change Control Meeting Group. TC input regarding Type 4 changes will be considered by Bell Atlantic.

6a. Bell Atlantic and TCs seek consensus of prioritization of Type 5 (TC Originated) and Type 4 (Bell Atlantic Originated) Changes.

Who: All TC change management representatives and Bell Atlantic change control managers

When: At the *Industry Change Control Meeting*

How: In the course of the *Industry Change Control Meeting* the TCs will evaluate the scheduled implementation date of Type 5 (TC Originated) Changes. Bell Atlantic will work with the TCs to ensure these dates are mutually agreeable. Bell Atlantic and TCs will seek consensus of prioritization of Type 5 (TC Originated) and Type 4 (Bell Atlantic Originated) Changes.



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7. Receive CR specs and implementation date (Account Manager is copied)

Who: All TCs' change management organization representatives

When: After the CR has been updated from the *Industry Change Control Meeting* (Type 4) or Bell Atlantic Internal Change Control Meeting (Type 5)

How: A tracking number for the new Change Request is created as it is entered in the TIS Change Management Database. The Bell Atlantic Change Control Manager communicates this tracking number and Change Request to all TC change management representatives via electronic mail, as well as through the notification process at the Industry Change Control Meeting. This tracking number is permanently associated with the particular change request. All parties should use this tracking number in subsequent discussions of the change requests, such as inquiries about the status of change requests or in submissions of updated detailed requirements.

It is imperative that the TCs and Bell Atlantic resolve any ambiguities associated with the change request. In order to facilitate these resolutions, a discussion of the change request should occur at the monthly *Industry Change Control Meeting* or within the appropriate working subgroup. The Bell Atlantic Change Control Manager may involve representatives from support groups as needed. If appropriate, the Bell Atlantic Change Control Manager may request that the change request be assigned to a working group or groups for resolution of issues and/or technical or operational analysis. Working groups are composed of representatives from both TCs and Bell Atlantic. Assignment of an issue to working groups shall be made upon majority vote of the Industry Change Control Meeting Group.

The appropriate Bell Atlantic TC Account Managers receive copies of this and any updates to the change request.

Note: This step is not dependent on the change request type.

8. Assesses CR and provides comments (maximum 15 business days)

Who: Various TCs' support organizations

When: Within fifteen business days of receipt of the change request description describing Bell Atlantic requirements



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How: It is the TCs' responsibility during this step to review Bell Atlantic's intentions for pursuing the change at hand. Any comments on the proposed Change Request should be forwarded to the Bell Atlantic Change Control Manager via electronic mail within fifteen business days of receipt of the CR. Although the specific review processes will vary from TC to TC, Bell Atlantic seeks to ensure that the following outcomes are achieved by each TC:

- ☐ Business process changes are understood throughout the TC's organization
- ☐ Application interface changes are reviewed by systems development teams
- ☐ New training needs are identified
- ☐ Issues and concerns with the proposed change request are documented

In the case of a Type 5 (TC Originated) change request, this step represents the opportunity for the TC community, including the originating TC, to review Bell Atlantic's desired means of implementing the TC proposed changes. The goals of this step are virtually identical to the case of a Type 4 (Bell Atlantic Originated) change request, except that the originating TC will have more familiarity with the Change Request.

9. Final TC Feedback Meeting occurs to review final specifications, testing plans, and confirm implementation date.

Who: All TC change management representatives and Bell Atlantic change control manager

When: After the TC has reviewed the CR.

How: Each TC has the opportunity to review and comment on the proposed CR. This feedback should contain comments on the specifications and implementation date. The TCs' plans for testing the change should also be provided to Bell Atlantic. These testing plans will remain confidential between the individual TC and Bell Atlantic. If TC input is not received in a timely manner at this step of the Type 4 and Type 5 process, it may not be utilized and the CR process may continue.

10. Based on final TC feedback, updates CR as appropriate

Who: Bell Atlantic Change Control Manager

When: Pending feedback from TC support organizations, but no more than 15 business days after the Change Request is submitted to the TC for review

How: As TCs provide feedback to Bell Atlantic on the proposed change request, this feedback is reflected in the centralized change request. In the event that the proposed change request raises non-trivial issues, this step may involve issue



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resolution. The Bell Atlantic Change Control Manager will coordinate this issue resolution process, arranging communication or meetings between Bell Atlantic support groups and TC support groups as needed.

11. Receives updated CR with Implementation Date Confirmation and Decommission Plans at least 30/45 days prior to implementation (Account Manager is copied)

Who: TC change management organization representatives and Bell Atlantic support groups

When: Directly following receipt and synthesis of feedback from all TC support organizations, at least 30/45 days prior to the implementation of the change request

How: The Bell Atlantic Change Control Manager will notify TCs of the scheduled implementation date of the Change Request at the monthly *Industry Change Control Meeting*. This notification includes proxy testing availability and decommissioning plans for the release being replaced. Business process Change Requests will have 30 days notification and system application Change Requests will have 45 days notification. The format of this notification provides a short-term view of the upcoming application release schedules.

The appropriate Bell Atlantic TC Account Manager receives copies of this and any other updates to change request information.

12. Development and Testing of CR

Who: Bell Atlantic support groups and TC support organizations

When: Based on the change request implementation and testing dates

How: The system or process changes are developed by the Bell Atlantic support groups in accordance with the implementation schedule developed for the Change Request earlier in the change management process. Bell Atlantic expects the TC support organizations to develop any systems and/or processes relevant to the Change Request in parallel with the Bell Atlantic development.

Prior to the release of their respective changes into the production environments, proxy testing may occur to verify the compatibility of the system applications. This testing is meant to simulate the application-to-application interfaces existing in the production environment. Because Type 5 (TC Originated) and Type 4 (Bell Atlantic Originated) change requests can range from minor enhancements to



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significant process reengineering, the extent to which proxy testing is necessary will depend upon the complexity of the change.

13. *BA Internal Verification of Changes*

Who: Bell Atlantic TIS Change Control group

When: Pending change request development and system tests

How: This step of the Change Management process represents Bell Atlantic's internal verification of the changes. The Change Control group creates a suite of test cases and expected results, which are derived from the change requests requirements originally developed. These tests are conducted by the various Bell Atlantic support groups responsible for implementing changes. Gaps between the expected results and actual results are resolved by the Bell Atlantic support groups before the change is released into the production environment.

14. *Test Suite with Proxy*

Who: The TC agreed upon at the *Industry Change Control Meeting* who is adequately prepared to perform a carrier-to-carrier test. If no TCs are ready to participate in the proxy test, Bell Atlantic will conduct the test.

When: Upon completion of BA Internal Verification of Changes.

How: The TC will conduct a carrier-to-carrier test using the test suite agreed upon in the *Industry Change Control Meeting* (see Test Suite/Proxy definition). If no TCs are prepared to conduct the carrier-to-carrier test, Bell Atlantic will serve as a pseudo TC. Once all test cases have been completed, the results will be communicated to the TCs for review. This does not preclude any TC from individual carrier-to-carrier testing after implementation of the change.

15. *Upon successful completion of test suite, Implementation of CR*

Who: TC application maintenance organizations and Bell Atlantic Information Systems support organization

When: Scheduled change request release date

How: The implementation of system changes involving a TC to Bell Atlantic application interface occurs on the scheduled release date. Due to Bell Atlantic's application version decommissioning policies (See the section **Version Availability**) it is generally the case that the TC will be able to implement application changes that correspond to Bell Atlantic application changes for a period of time following the



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date at which Bell Atlantic releases the enhancement into production. The TC generally cannot release application changes into production prior to Bell Atlantic's release, as the existing application version would not be expected to support these TC enhancements. An exception to this restriction is permissible if the TC's application enhancements have been designed and tested to be backwards compatible with the existing application.

Note: This step is not dependent on the change request type.

16. Close CR and confirm decommission timeline.

Who: All TC change management representatives and Bell Atlantic change control manager

When: Within 30 days after the implementation of the CR.

How: As the TCs review and test the implemented change, they will communicate any problems encountered to Bell Atlantic. These problems will be handled as a Type 1 change if they are a result of erroneous specifications or business rules. Depending upon the impact of the error, the problem will also be assigned a severity which will provide guidelines for resolution. If, however, the discrepancy is due to a difference in interpretation of the specifications or business rules that was not encountered during the TC Proxy Test, the issue will be handled on a case-by-case basis. If no TCs have raised issues with the change 30 days after the implementation date, the CR will be closed.

A review of the decommission timelines by Bell Atlantic and the TCs will then occur. If there are no problems with the implemented change, the decommission plans will continue. Otherwise, Bell Atlantic and the TCs will determine and agree to viable alternatives.

17. Decommission outdated functionality.

Who: Bell Atlantic Information Systems support organization

When: Following the review of the decommission timeline.

How: As interface changes are implemented into the production systems, there is a corresponding retirement of the previous functionality of the system. For a more in depth description of the Bell Atlantic versioning policies, see the section **Version Availability**.



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Type 3 (Industry Standard) Changes

1. When the Industry Standard Draft Specs are available, the CR in the Change Control DB is created and CR tracking number is obtained. Either Bell Atlantic or the TC may issue the change request.

Who: Bell Atlantic Change Control Manager

When: Directly upon receipt of a new or revised industry standard

How: The Bell Atlantic Change Control Manager enters the information contained in a new or revised industry standard, described by the applicable industry standard or guideline.

2. Provides CR input and draft specifications to CC Manager.

Who: Various Bell Atlantic support groups as affected by the change request

When: Following creation of a Type 3 (Industry Standard) change request

How: The Bell Atlantic Change Control Manager regularly holds meetings with representatives from the various support groups to review work items associated with TIS Change Management. One goal of these meetings is to review newly initiated Type 3 (Industry Standard) changes. The change request is reviewed at a high level and the detailed requirement source documents are presented to the group for further review. The particular support group then analyzes the change requests to better understand to what extent the change request might impact their business function. The results of this analysis are draft detailed specifications describing the changes the support group plans to implement the Industry Standard specification. The time required in order to perform this analysis can be expected to vary with the complexity of the change request and the extent to which the support group's business function is directly or indirectly involved.

For the majority of change requests this analysis occurs in parallel among several Bell Atlantic support groups. Because Type 3 changes introduce significant system application enhancements, the Bell Atlantic Change Control Manager involves many Bell Atlantic support groups. This expansive review assures that changes are not implemented within one business organization without recognizing the impacts to other business organizations.

3. Updates CR with BA support group input and draft specifications, as appropriate

Who: Bell Atlantic Change Control Manager



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When: Following initial review by Bell Atlantic support groups

How: The Bell Atlantic Change Control Manager revises the preliminary entry in the TIS Change Management database with input provided by the involved Bell Atlantic support groups. This input represents the combined set of draft detailed specifications which collectively describe how Bell Atlantic will implement the new standard.

4. Notified of CR and provided with BA draft specifications for change (Account Managers are copied)

Who: All TCs' change management organization representatives

When: Following creation of a new entry in the Bell Atlantic TIS Change Management database

How: A tracking number for the new Change Request is created as it is entered in the TIS Change Management Database. The Bell Atlantic Change Control Manager forwards this tracking number and Change Request including BA draft specifications to all TC change management representatives via electronic mail, as well as through the notification process at the *Industry Change Control Meeting*. Bell Atlantic support groups are also notified on the new change request and its associated tracking number. This tracking number is permanently associated with the particular change request. All parties should use this tracking number in subsequent discussions of the change requests, such as in inquiries about the status of change requests or in submissions of updated detailed requirements.

The appropriate Bell Atlantic TC Account Managers receive copies of this and any other updates to the change request.

5. Assesses CR and provides comments (maximum 15 business days)

Who: Various TCs' support organizations

When: Within fifteen business days of receipt of the change request description describing Bell Atlantic requirements

How: It is the TCs' responsibility during this step to review Bell Atlantic's intentions for pursuing the change at hand. Any comments on the proposed Change Request should be forwarded to the Bell Atlantic Change Control Manager via electronic mail within fifteen business days of receipt of the CR. Although the specific



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review processes will vary from TC to TC, Bell Atlantic seeks to ensure that the following outcomes are achieved by each TC:

- ☐ Business process changes are understood throughout the TC's organization
- ☐ Application interface changes are reviewed by systems development teams
- ☐ New training needs are identified
- ☐ Issues and concerns with the proposed change request are documented

6. Final TC Feedback Meeting occurs to review final specifications, testing plans, and confirm implementation date.

Who: All TC change management representatives and Bell Atlantic change control manager

When: After the TC has reviewed the CR.

How: Each TC has the opportunity to review and comment on the proposed CR. This feedback should contain comments on the specifications and implementation date. The TCs' plans for testing the change should also be provided to Bell Atlantic. These testing plans will remain confidential between the individual TC and Bell Atlantic. If TC input is not received in a timely manner at this step of the Type 4 and Type 5 process, it may not be utilized and the CR process may continue.

7. Based on final TC feedback, updates CR as appropriate

Who: Bell Atlantic Change Control Manager

When: Pending feedback from TC support organizations, but no more than 15 business days after the Change Request is submitted to the TC for review

How: As TCs provide feedback to Bell Atlantic on the proposed change request, this feedback is reflected in the centralized change request. In the event that the proposed change request raises non-trivial issues, this step may involve issue resolution. The Bell Atlantic Change Control Manager will coordinate this issue resolution process, arranging communication or meetings between Bell Atlantic support groups and TC support groups as needed.

8. Receives updated CR with Implementation Date Confirmation and Decommission Plans prior to implementation (Account Manager is copied)

Who: TC change management organization representatives and Bell Atlantic support groups

When: Directly following update of the CR with TC feedback



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How: The Bell Atlantic Change Control Manager will notify TCs of the scheduled implementation date of the Change Request at the monthly *Industry Change Control Meeting*. This notification includes proxy testing availability and decommissioning plans for the release being replaced. Business process Change Requests will have 30 days notification and system application Change Requests will have 45 days notification. The format of this notification provides a short-term view of the upcoming application release schedules.

The appropriate Bell Atlantic TC Account Manager receives copies of this and any other updates to change request information.

9. Industry Change Control Meeting occurs to establish common understanding of CR.

Who: Bell Atlantic Change Control Manager and TC change management organizations

When: At the next monthly *Industry Change Control Meeting* that is at least 15 business days after the Bell Atlantic draft specifications were available

How: As part of the regularly held *Industry Change Control Meetings*, Bell Atlantic draft specifications for Type 3 (Industry Standard) changes can be discussed. The Bell Atlantic Change Control Manager may involve representatives from other Bell Atlantic support groups.

In addition to discussing the Bell Atlantic draft specifications for the Industry Standard change, this meeting also reviews the prioritization of the change request. Factors which may alter the prioritization of the change request include:

- ☐ Complexity of issues raised by Bell Atlantic support groups' analysis
- ☐ High level implementation cost and time estimates
- ☐ Relation to other previously existing or pending change requests
- ☐ Regulatory requirements or merger commitments

10. Updates the CR based on the Industry Change Control Meeting, as appropriate

Who: Bell Atlantic Change Control Manager

When: Following the *Industry Change Control Meeting*

How: The Bell Atlantic Change Control Manager collects the results from the *Industry Change Control Meeting*. These results are incorporated into the TIS Change Management database as well as into an updated Change Control Request form.



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11. *Receives updated CR (Account Managers are copied)*

Who: TC change management organization representatives and Bell Atlantic support groups

When: Directly following update of the Change Request with *Industry Change Control Meeting* results

How: The Bell Atlantic Change Control Manager responsible for the change request delivers the updated Change Control Request form to all parties involved. Affected parties include the TC change management representatives and the Bell Atlantic support groups affected by the change. This updated form is delivered to the TC electronically.

The appropriate Bell Atlantic TC Account Manager receives copies of this and any other updates to the change request.

12. *Updates change requirements, as appropriate*

Who: Bell Atlantic Change Control group

When: After the CR has been updated with results of the *Industry Change Control Meeting*.

How: The Bell Atlantic Change Control group evaluates the revised CR and formulates them into comprehensive requirements. This requirement definition is used by each Bell Atlantic support group to design the changes to their processes and systems. This step helps define the final implementation responsibilities of the Bell Atlantic support groups in implementing the change request.

13. *Performs impact analysis*

Who: Various Bell Atlantic support groups

When: Directly after definition of change request requirements

How: The goals and requirements of the suggested change request are submitted to all Bell Atlantic support groups so that they may determine the extent of work necessary to implement the change within their specific business function. Support groups will compare the Industry Standard finalized implementation specifications to the BA draft specifications and analyze any gaps between them. Organizations not previously impacted will also review the finalized implementation specifications to ensure the scope has not changed.



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14. BA Internal Change Control Meeting occurs to prioritize CR and schedule CR release date based on impact analysis and existing scheduled CRs.

Who: Bell Atlantic Change Control Manager and Bell Atlantic support groups

When: Upon completion of impact analysis.

How: Change Control meetings are held to prioritize and schedule new change requests which have been fully analyzed. The Bell Atlantic Change Control Manager facilitates the meeting between the involved support groups. The range of factors which must be considered in determining the priority and release date include:

- ☐ Development and release capacities within the various support groups
- ☐ Degree of complexity for the support group changes
- ☐ Degree of impact to other change requests
- ☐ Business and System need for change request
- ☐ Regulatory and Merger time commitments

For Type 3 (Industry Standard) changes, the determination of a release date coincides with the determination of the availability of Bell Atlantic's final specifications and, when appropriate, the scheduling of TC proxy testing availability. Together, the Bell Atlantic support groups determine a mutually feasible date for both final specification availability and proxy testing availability.

15. BA Change Notification received no later than 60 days after the Industry Standard final specifications (Account Manager is copied). This Notification includes CR specific Interface Testing Plans, Implementation Dates, and Bell Atlantic Specifications.

Who: TC change management organization representatives

When: After Bell Atlantic Internal Change Control meeting(s)

How: The Bell Atlantic Change Control Manager will notify TCs of the scheduled implementation date of the Change Request at the monthly *Industry Change Control Meeting*. This notification includes proxy testing availability and Bell Atlantic specifications availability based upon Industry Standard final specifications availability. At this *Industry Change Control Meeting*, the test suite to be used in the proxy test and the TC(s) that will conduct the proxy test are determined. If no TCs are prepared to perform this function, Bell Atlantic will assume the role of the proxy TC and provide the results for all TCs to review.

The appropriate Bell Atlantic TC Account Managers receive copies of this notification and any updates to change request information.

FINAL – 5 / 22 / 98**16. Assesses CR and provides comments (maximum 15 business days)****Who:** Various TCs' support organizations**When:** Within fifteen business days of receipt of the change request description describing Bell Atlantic requirements**How:** It is the TCs' responsibility during this step to review Bell Atlantic's intentions for pursuing the change at hand. Any comments on the proposed Change Request should be forwarded to the Bell Atlantic Change Control Manager via electronic mail within fifteen business days of receipt of the CR. Although the specific review processes will vary from TC to TC, Bell Atlantic seeks to ensure that the following outcomes are achieved by each TC:

- ☐ Business process changes are understood throughout the TC's organization
- ☐ Application interface changes are reviewed by systems development teams
- ☐ New training needs are identified
- ☐ Issues and concerns with the proposed change request are documented

17. Final TC Feedback Meeting occurs to review final specifications, testing plans, and confirm implementation date.**Who:** All TC change management representatives and Bell Atlantic change control manager**When:** After the TC has reviewed the Change Request.**How:** Each TC has the opportunity to review and comment on the proposed Change Request. This feedback should contain comments on the specifications and implementation date. The TCs' plans for testing the change should also be provided to Bell Atlantic. These testing plans will remain confidential between the individual TC and Bell Atlantic. If TC input is not received in a timely manner at this step of the Type 4 and Type 5 process, it may not be utilized and the Change Request process may continue.**18. Based on final TC feedback, updates CR as appropriate****Who:** Bell Atlantic Change Control Manager**When:** Pending feedback from TC support organizations, but no more than 15 business days after the Change Request is submitted to the TC for review**How:** As TCs provide feedback to Bell Atlantic on the proposed change request, this feedback is reflected in the centralized change request. In the event that the



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proposed change request raises non-trivial issues, this step may involve issue resolution. The Bell Atlantic Change Control Manager will coordinate this issue resolution process, arranging communication or meetings between Bell Atlantic support groups and TC support groups as needed.

19. Receives BA Change Confirmation with Implementation Date Confirmation, Decommission Plans, and Final Specifications (Account Manager is copied).

Who: TC change management organization representatives and Bell Atlantic support groups

When: Directly following receipt and synthesis of feedback from all TC support organizations

How: The Bell Atlantic Change Control Manager will confirm with TCs proxy testing availability, decommissioning plans, and final specifications.

The appropriate Bell Atlantic TC Account Manager receives copies of this and any other updates to change request information.

20. Development and Testing of CR

Who: Bell Atlantic support groups and TC support organizations

When: Based on the change request implementation and testing dates

How: The system or process changes are developed by the Bell Atlantic support groups in accordance with the implementation schedule developed for the Change Request earlier in the change management process. Bell Atlantic expects the TC support organizations to develop any systems and/or processes relevant to the Change Request in parallel with the Bell Atlantic development. Bell Atlantic encourages mutual sharing of application interface specifications for the industry standard. See the Type 3 (Industry Standard) timeline section for a more detailed view of when this sharing of specifications is intended to occur.

TC proxy testing is likely to take on greater importance during Type 3 (Industry Standard) change requests because of the global nature of the required changes. In order to identify as many errors as possible and provide the maximum amount of time to resolve these errors, it is Bell Atlantic's intention to make TC proxy testing available as early as possible. This testing is meant to simulate the application-to-application interfaces existing in the production environment.



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21. Bell Atlantic Internal Verification of Changes

Who: Bell Atlantic TIS Change Control group

When: Pending change request development and system tests

How: This step of the Change Management process represents Bell Atlantic's internal verification of the changes. In order to most completely test for errors, the Change Control group creates a suite of test cases and expected results, which are derived from the change requests requirements originally developed. Any identified tests are conducted by the various Bell Atlantic support groups responsible for implementing changes. Gaps between the expected results and actual results are resolved by the Bell Atlantic support groups before the change is released into the production environment.

22. Test Suite with Proxy

Who: The TC agreed upon at the *Industry Change Control Meeting* who is adequately prepared to perform a carrier-to-carrier test.

When: Upon completion of Bell Atlantic Internal Verification of Changes

How: The TC will conduct a carrier-to-carrier test using the test suite agreed upon in the *Industry Change Control Meeting* (see Test Suite/Proxy definition). If no TCs are prepared to conduct the carrier-to-carrier test, Bell Atlantic will serve as a pseudo TC. Once all test cases have been completed, the results will be communicated to the TCs for review. This does not preclude any TC from individual carrier-to-carrier testing after implementation of the change.

23. Upon successful completion of test suite, Implementation of CR

Who: TC application maintenance organizations and Bell Atlantic Information Systems support organization

When: Scheduled change request release date

How: The implementation of system changes involving a TC to Bell Atlantic application interface occurs on the scheduled release date. Due to Bell Atlantic's application version decommissioning process (See the section **Version Availability**) it is generally the case that the TC will be able to implement application changes that correspond to Bell Atlantic application changes for a period of time following the date at which Bell Atlantic releases the enhancement into production. The TC generally cannot release application changes into production prior to Bell Atlantic's release, as the existing application version would not be expected to



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support these TC enhancements. An exception to this restriction is permissible if the TC's application enhancements have been designed and tested to be backwards compatible with the existing application.

Note: This step is not dependent on the change request type.

24. Close CR and confirm decommission timeline.

Who: All TC change management representatives and Bell Atlantic change control manager

When: Within 30 days after the implementation of the CR.

How: As the TCs review and test the implemented change, they will communicate any problems encountered to Bell Atlantic. These problems will be handled as a Type 1 change if they are a result of erroneous specifications or business rules. If, however, the discrepancy is due to a difference in interpretation of the specifications or business rules that was not encountered during the TC Proxy Test, the issue will be handled on a case-by-case basis. If no TCs have raised issues with the change 30 days after the implementation date, the CR will be closed.

A review of the decommission timelines by Bell Atlantic and the TCs will then occur. If there are no problems with the implemented change, the decommission plans will continue. Otherwise, Bell Atlantic and the TCs will determine and agree to viable alternatives.

25. Decommission outdated version.

Who: Bell Atlantic Information Systems support organization

When: Following the release of system changes into the production environment

How: As interface changes are implemented into the production systems, there is a corresponding retirement of previous releases of the system. For a more in depth description of the Bell Atlantic versioning policies, see the section **Version Availability**.



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Type 2 (Regulatory) Changes

1. Notifies Change Control (CC) Manager of Regulatory requirement. Either Bell Atlantic or the TC may issue the change request.

Who: Bell Atlantic or TC support group initially informed of regulatory change

When: Following the issuance of a regulatory mandate

How: The Bell Atlantic or TC support group most directly affected by the new regulatory decision will be the first Bell Atlantic organization to synthesize the details of the mandate. This group will submit a summarized description on the Change Control Request form of the regulatory mandate to the TIS Change Management process so that the necessary changes can be incorporated into the Bell Atlantic systems and processes.

2. Creates Change Request (CR) in CC DB and obtains CR Tracking Number

Who: Bell Atlantic Change Control Manager

When: Upon receipt of a Type 2 (Regulatory) Change Control Request form

How: The Bell Atlantic Change Control Manager enters the information provided on the Change Control Request form into an internal Bell Atlantic TIS Change Management database.

3. Defines CR requirements

Who: Bell Atlantic Change Control group

When: After the creation of the Type 2 (Regulatory) change request

How: The Bell Atlantic Change Control group evaluates the change request and details comprehensive requirements. This requirement definition is used by each Bell Atlantic support group to analyze and design the changes to their processes and systems. This step helps define the responsibilities of the Bell Atlantic support groups in implementing the change request.

4. Performs impact analysis and creates specifications, as appropriate

Who: Various Bell Atlantic support groups potentially affected by the regulatory requirement

When: Directly after definition of change request requirements

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How: The involved support groups analyze the change requests to better understand the extent to which the change request might impact their business processes and systems. The Bell Atlantic Change Control Manager seeks to minimize the time required to perform this analysis by facilitating the analysis of particularly complex maintenance change requests.

5. BA Internal Change Control Meeting occurs to schedule CR release date based on impact analysis and existing scheduled CRs and regulatory requirements.

Who: Bell Atlantic Change Control Manager and involved Bell Atlantic support groups

When: Pending support group change request impact assessment

How: The earliest available release date for changes related to the regulatory mandate is determined by a consensus reached between the involved support groups. Since the circumstances surrounding regulatory changes can vary widely, the means for reaching this consensus will vary by Change Request. If the change has a straightforward impact on only one support group, the Change Control Manager can simply exchange information with the single involved group. If the change impacts several groups, the issues will be resolved at the Bell Atlantic internal change control meeting. In general, the range of factors which the Change Control Manager will consider in determining a release date include:

- ☐ Number of support groups affected
- ☐ Degree of complexity for the support group changes
- ☐ Degree of interaction for the required changes across support groups
- ☐ Near term development and release capacities
- ☐ Impact upon regularly scheduled enhancements
- ☐ Regulatory and Merger time commitments

Please note that the combination of these factors may dictate the delay of a previously scheduled Change Request.

With the determination of a release date is the scheduling of proxy testing availability. Together, the Bell Atlantic support groups determine a mutually feasible date for proxy testing. However in the case of a Type 2 (Regulatory) change request, the TC should realize that the amount of time available for proxy testing may be minimal.

6. Industry Change Control Meeting occurs to establish common understanding of CR.

Who: Bell Atlantic Change Control Manager and TC change management organizations



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When: At the next monthly *Industry Change Control Meeting*

How: As part of the regularly held Change Review meetings, Bell Atlantic draft specifications for Type 2 (Regulatory) changes can be discussed. The Bell Atlantic Change Control Manager may involve representatives from other Bell Atlantic support groups.

7. Receive CR specs and implementation date (Account Manager is copied)

Who: All TCs' change management organization representatives

When: After the CR has been updated from the *Industry Change Control Meeting*

How: A tracking number for the new Change Request is created as it is entered in the TIS Change Management Database. The Bell Atlantic Change Control Manager communicates this tracking number and Change Request to all TC change management representatives via electronic mail, as well as through the notification process at the *Industry Change Control Meeting*. This tracking number is permanently associated with the particular change request. All parties should use this tracking number in subsequent discussions of the change requests, such as inquiries about the status of change requests or in submissions of updated detailed requirements.

It is imperative that the TCs and Bell Atlantic resolve any ambiguities associated with the change request. In order to facilitate these resolutions, a discussion of the change request should occur at the monthly *Industry Change Control Meeting* or within the appropriate working subgroup for resolution of issues and/or technical or operational analysis. Working groups are composed of representatives from both TCs and Bell Atlantic. Assignment of an issue to working groups shall be made upon majority vote of the Industry Change Control Core Team.

The appropriate Bell Atlantic TC Account Managers receive copies of this and any updates to the change request.

Note: This step is not dependent on the change request type.

8. Assesses CR and provides comments (maximum 15 business days)

Who: Various TCs' support organizations

When: Within fifteen business days of receipt of the change request description describing Bell Atlantic requirements



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How: It is the TCs' responsibility during this step to review Bell Atlantic's intentions for pursuing the change at hand. Any comments on the proposed Change Request should be forwarded to the Bell Atlantic Change Control Manager via electronic mail within fifteen business days of receipt of the CR. Although the specific review processes will vary from TC to TC, Bell Atlantic seeks to ensure that the following outcomes are achieved by each TC:

- ☐ Business process changes are understood throughout the TC's organization
- ☐ Application interface changes are reviewed by systems development teams
- ☐ New training needs are identified
- ☐ Issues and concerns with the proposed change request are documented

9. Final TC Feedback Meeting occurs to review final specifications, testing plans, and confirm implementation date.

Who: All TC change management representatives and Bell Atlantic change control manager

When: After the TC has reviewed the CR.

How: Each TC has the opportunity to review and comment on the proposed CR. This feedback should contain comments on the specifications and implementation date. The TCs' plans for testing the change should also be provided to Bell Atlantic. These testing plans will remain confidential between the individual TC and Bell Atlantic. If TC input is not received in a timely manner at this step of the Type 4 and Type 5 process, it may not be utilized and the CR process may continue.

10. Based on final TC feedback, updates CR as appropriate

Who: Bell Atlantic Change Control Manager

When: Pending feedback from TC support organizations, but no more than 15 business days after the Change Request is submitted to the TC for review

How: As TCs provide feedback to Bell Atlantic on the proposed change request, this feedback is reflected in the centralized change request. In the event that the proposed change request raises non-trivial issues, this step may involve issue resolution. The Bell Atlantic Change Control Manager will coordinate this issue resolution process, arranging communication or meetings between Bell Atlantic support groups and TC support groups as needed.



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11. Receives updated CR with Implementation Date Confirmation and Decommission Plans at least 30/45 days prior to implementation (Account Manager is copied)

Who: TC change management organization representatives and Bell Atlantic support groups

When: Directly following receipt and synthesis of feedback from all TC support organizations, at least 30/45 days prior to the implementation of the change request

How: The Bell Atlantic Change Control Manager will notify TCs of the scheduled implementation date of the Change Request at the monthly *Industry Change Control Meeting*. This notification includes proxy testing availability and decommissioning plans for the release being replaced. Business process Change Requests will have 30 days notification and system application Change Requests will have 45 days notification. The format of this notification provides a short-term view of the upcoming application release schedules.

The appropriate Bell Atlantic TC Account Manager receives copies of this and any other updates to change request information.

12. Development and Testing of CR

Who: Bell Atlantic support groups and TC support organizations as necessary

When: Base on the change request implementation date

How: The required regulatory changes are developed by the Bell Atlantic support groups as soon as development capacity permits. Since the nature of regulatory changes can vary widely, development times can be expected to range from weeks to months. Bell Atlantic expects the TC support organizations to develop any systems and/or processes relevant to the Change Request in parallel with the Bell Atlantic development.

In the case of Type 2 (Regulatory) change, it can be expected that there will not be extensive proxy testing. This type of change request is by definition a change intended to bring the application-to-application interface into legal compliance with newly enacted legislation, regulatory requirements, or court rulings. As such, these changes are bounded by specific timeframes outside of Bell Atlantic's control which may limit the time available for proxy testing prior to implementation. However, Bell Atlantic will continue to make every effort to accommodate testing requests from the TC.



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13. Bell Atlantic Internal Verification of Changes

Who: Bell Atlantic TIS Change Control group

When: Pending change request development and system testing

How: This step of the Change Management process represents Bell Atlantic's internal verification of the changes. The Change Control group creates a suite of test cases and expected results, which are derived from the change requests requirements originally developed. These tests are conducted by the various Bell Atlantic internal support groups responsible for implementing changes. Gaps between the expected results and actual results are resolved by the Bell Atlantic support groups before the change is released into the production environment.

14. Test Suite with Proxy

Who: The TC agreed upon at the *Industry Change Control Meeting* who is adequately prepared to perform a carrier-to-carrier test.

When: Upon completion of Bell Atlantic Verification of Internal Changes.

How: The TC will conduct a carrier-to-carrier test using the test suite agreed upon in the *Industry Change Control Meeting* (see Test Suite/Proxy definition). If no TCs are prepared to conduct the carrier-to-carrier test, Bell Atlantic will serve as a pseudo TC. Once all test cases have been completed, the results will be communicated to the TCs for review. This does not preclude any TC from individual carrier-to-carrier testing after implementation of the change.

15. Upon successful completion of test suite, Implementation of CR and Decommission outdated functionality.

Who: TC application maintenance organizations and Bell Atlantic Information Systems support organization

When: Scheduled change request release date

How: The implementation of system changes involving a TC to Bell Atlantic application interface occurs on the scheduled release date. There is a corresponding retirement of the previous functionality of the system. For Type 2 (Regulatory) changes, the decommission of the previous functionality occurs as soon as the regulatory mandated release is implemented, unless otherwise specified by the regulatory requirement.



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16. Close CR.

Who: All TC change management representatives and Bell Atlantic change control manager

When: Within 30 days after the implementation of the CR.

How: As the TCs review and test the implemented change, they will communicate any problems encountered to Bell Atlantic. These problems will be handled as a Type 1 change if they are a result of erroneous specifications or business rules. If, however, the discrepancy is due to a difference in interpretation of the specifications or business rules that was not encountered during the TC Proxy Test, the issue will be handled on a case-by-case basis. If no TCs have raised issues with the change 30 days after the implementation date, the CR will be closed.



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Type 1 (Emergency Maintenance) Changes to Bell Atlantic Systems

1. Either Bell Atlantic or the TC identifies emergency maintenance Change Request (CR).

Who: TC change management organization representative or a Bell Atlantic support group representative, whichever identifies the existence of a production problem

When: To begin a Type 1 (Emergency Maintenance) change

How: Type 1 or Emergency Maintenance changes are implemented in order to fix a discrepancy between the way the production system is functioning and the way it is intended to function as specified in related interface documentation. These discrepancies may be discovered by either TC or Bell Atlantic personnel. Regardless of the source of the discrepancy. That is, the way in which a TC would report a necessary Type 1 or Emergency Maintenance change should mirror the way Bell Atlantic support groups would report it.

The vehicle for TCs to communicate Type 1 changes is the Bell Atlantic Help Desk [212-587-2669]. The following information about the production problem should be provided to allow accurate characterization and analysis: user intent, all inputs, all responses, all error messages, and severity. The Help Desk logs the Production problem and notifies the BA Change Control Manager.

Internally, a similar process occurs when a Type 1 change is identified at Bell Atlantic. The BA Support Group that identifies the problem notifies the BA Change Control Manager and provides the same information as requested from the TC.

2. BA Help Desk documents the problem and acts as the interface to other BA support groups.

Who: Bell Atlantic Help Desk and relevant working group members

When: Upon being notified of a Type 1 (Emergency Maintenance) discrepancy

How: The Bell Atlantic Operations Help Desk acts as an interface to the TC reporting the problem. The Help Desk collects all the information described in Step 1 - user intent, inputs, responses and error messages. The Help Desk will seek the assistance of and provide information directly to Bell Atlantic support groups as necessary to address the problem.



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3. Performs impact analysis and determines work-around, if any

Who: Various Bell Atlantic and/or TC support groups potentially affected by the maintenance request

When: After being informed of a reported Type 1 (Emergency Maintenance) Change

How: In the case of emergency production maintenance changes, the involved TC or Bell Atlantic support groups analyze the change requests to better understand impact of the reported problem to the extent to which any work-around might impact their business processes and systems.

Depending on the nature of the discrepancy in production, there may be an available work-around. A work-around is a modification to an existing process where alternative procedures or processes can be used to temporarily support the affected business processes utilizing the existing interfaces. For each type of interface, a preferred method for work-arounds will be identified. All parties should be aware that the fallback mechanism for work-arounds, in the event an ordering logical or application data element mapping Type 1 problem is encountered within either Bell Atlantic's OSS Interfaces or a TC's own systems, may be through the use of unstructured "Remarks". To the extent that such utilization could impact flow-through, the Change Control Team may continue to process a Type 1 change after an interim solution is in place.

4. Receive initial feedback on reported problem and finalized work-around

Who: TC change management organization representative(s). In the case where only one TC is affected by the reported problem, it may be appropriate for communications to be limited to Bell Atlantic and that TC.

When: After Bell Atlantic and/or TC support group change request impact assessment

How: After the Bell Atlantic and/or TC support groups have determined the extent of the Change Request impact and potential work-arounds, this information is communicated to parties involved, as appropriate. The communication may be in the form of email or direct phone contact, depending on the severity of the problem (see Type 1 definition for details on severity) and the nature of the information being communicated.

5. BA Internal Change Control Meeting occurs to define requirements and schedule CR release.

Who: Bell Atlantic Change Control Manager and involved Bell Atlantic support groups



TIS Change Management Process

Type 1 (Emergency Maintenance) Changes to Bell Atlantic Systems

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When: Pending support group change request impact assessment

How: Requirements for changes to resolve Type 1 (Emergency Maintenance) problems are determined at Bell Atlantic Internal Change Control Meetings. At such a meeting the support groups involved review work-around or stop-gap fixes and identify permanent changes necessary to resolve the problem.

The earliest available release date for fixes related to the maintenance change request is determined by consensus of the involved support groups. Since the circumstances surrounding maintenance change requests can vary widely, the means for reaching this consensus will vary from case to case. In general, the range of factors which the Change Control Manager will consider in determining a release date include:

- ☐ Customer and End-User Impact
- ☐ Number of support groups affected
- ☐ Degree of complexity for the support group changes
- ☐ Degree of interaction for the required changes across support groups
- ☐ Near term development and release capacities
- ☐ Impact upon regularly scheduled enhancements
- ☐ FCC Merger Commitments

6. Creates CR in CC DB and obtains CR Tracking Number

Who: Bell Atlantic Change Control Manager

When: Following Bell Atlantic internal change control meeting

How: The Bell Atlantic Change Control Manager enters the information provided by the TC via the Help Desk, any work-arounds determined, all impact analysis results, and the scheduled implementation date, into the internal Bell Atlantic TIS Change Management database and obtains a Change Request Tracking Number. If however, the Type 1 change is a Severity 1 or a Severity 2, this documentation process may be completed at a later date in order to expedite the implementation of the resolution.

7. BA Change Implementation Notification of updated CR and Implementation Date. (Account Manager is copied)

Who: TC change management organization representatives

When: Pending Bell Atlantic change control meeting



TIS Change Management Process

Type 1 (Emergency Maintenance) Changes to Bell Atlantic Systems

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How: In the case of Type 1 (Emergency Maintenance) change requests, the Bell Atlantic Change Control Manager communicates the results of the Bell Atlantic Change Control meeting to the TC change management organization representative(s) via email. The two most important results communicated at this time are the resolution (i.e., fix), including any specification, if appropriate and the earliest available fix release date and any available work around. Any impact the release of this maintenance change request may have on regularly schedule enhancements is also discussed.

8. *Assesses CR and provides comments (maximum 15 business days)*

Who: Various TCs' support organizations

When: After receipt of the change request description

How: It is the TCs' responsibility during this step to review Bell Atlantic's intentions for pursuing the change at hand. Any comments on the proposed Change Request should be forwarded to the Bell Atlantic Change Control Manager via electronic mail within fifteen business days of receipt of the CR. Although the specific review processes will vary from TC to TC, Bell Atlantic seeks to ensure that the following outcomes are achieved by each TC:

- ☐ Business process changes are understood throughout the TC's organization
- ☐ Application interface changes are reviewed by systems development teams
- ☐ New training needs are identified
- ☐ Issues and concerns with the proposed change request are documented

9. *Final TC Feedback Meeting occurs to review final specifications, testing plans, and confirm implementation date.*

Who: All TC change management representatives and Bell Atlantic change control manager

When: After the TC has reviewed the CR.

How: Each TC has the opportunity to review and comment on the proposed CR. This feedback should contain comments on the specifications and implementation date. The TCs' plans for testing the change should also be provided to Bell Atlantic. These testing plans will remain confidential between the individual TC and Bell Atlantic. If TC input is not received in a timely manner at this step of the Type 4 and Type 5 process, it may not be utilized and the CR process may continue.

10. *Based on final TC feedback, updates CR as appropriate*

Who: Bell Atlantic Change Control Manager



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When: Pending feedback from TC support organizations

How: As TCs provide feedback to Bell Atlantic on the proposed change request, this feedback is reflected in the centralized change request. In the event that the proposed change request raises non-trivial issues, this step may involve issue resolution. The Bell Atlantic Change Control Manager will coordinate this issue resolution process, arranging communication or meetings between Bell Atlantic support groups and TC support groups as needed.

11. BA Change Confirmation of Testing Date, Implementation Date, and Decommission Plans. Final specifications are also provided. (Account Manager is copied)

Who: TC change management organization representatives and Bell Atlantic support groups

When: Directly following receipt and synthesis of feedback from all TC support organizations prior to the implementation of the change request

How: The Bell Atlantic Change Control Manager will notify TCs of the scheduled implementation date of the Change Request. This notification includes proxy testing availability, decommissioning plans for the release being replaced and final specifications. The format of this notification provides a short-term view of the upcoming application release schedules.

12. Development and Testing of CR

Who: Bell Atlantic support groups

When: Prior to implementation of change request

How: The required production discrepancy changes are developed by the Bell Atlantic support groups as soon as development capacity permits. Since the nature of production discrepancy changes is normally one of revising a process or application to make it compliant with a previously defined specification, development times are usually not as great as those associated with implementing newly defined functions or processes.

13. Bell Atlantic Internal Verification of Changes

Who: Bell Atlantic TIS Change Control group



TIS Change Management Process

Type 1 (Emergency Maintenance) Changes to Bell Atlantic Systems

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When: After release of change request into Bell Atlantic test systems, as appropriate for each change type

How: This step of the Change Management process represents Bell Atlantic's Internal Verification of Changes. The Bell Atlantic TIS Support groups create a suite of test cases and expected results, which are derived from the change requests requirements originally developed. These tests are conducted by the various Bell Atlantic internal support groups responsible for implementing changes. Gaps between the expected results and actual results are resolved by the Bell Atlantic support groups before the change is released into the production environment.

14. Test Suite with Proxy, if nature of change requires or allows.

Who: The TC which is adequately prepared to perform a carrier-to-carrier test.

When: Upon completion of Bell Atlantic Internal Verification of Changes.

How: Prior to BA releasing their changes into the production environment, the change may be checked via TC proxy testing (see Test Suite/Proxy definition), if feasible. This type of testing is meant to mimic as closely as possible the application-to-application interfaces existing in the production environment. The extent to which TC proxy testing is required is evaluated on a case-by-case basis. However, in the case of Type 1 (Emergency Maintenance) changes there will not be extensive TC proxy testing. This type of change request is by definition a change needed to bring the application-to-application interface into compliance with a previously established set of criteria, which should therefore be well understood by all parties involved. In addition, this type of change generally needs to be placed into production quickly, and the tradeoff inherent in reducing TC proxy testing is generally outweighed by the accompanying quickness to deployment.

15. Upon successful completion of test suite, Implementation of CR and Decommission of Outdated Functionality.

Who: Bell Atlantic Information Systems support organization

When: Scheduled change request release date

How: The implementation of system changes involving a TC to Bell Atlantic application interface occurs on the scheduled release date. For Type 1 changes, the outdated functionality is also immediately decommissioned, leaving the new error-free release in existence.



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16. Close CR.

Who: All TC change management representatives and Bell Atlantic change control manager

When: Within 30 days after the implementation of the CR.

How: As the TCs review and test the implemented change, they will communicate any problems encountered to Bell Atlantic. These problems will be handled as a Type 1 change if they are a result of erroneous specifications or business rules. If, however, the discrepancy is due to a difference in interpretation of the specifications or business rules that was not encountered during the TC Proxy Test, the issue will be handled on a case-by-case basis. If no TCs have raised issues with the change 30 days after the implementation date, the CR will be closed.



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Type 1 (Emergency Maintenance) Changes to TC Systems

1. Either Bell Atlantic or the TC identifies emergency maintenance Change Request (CR).

Who: TC change management organization representative or a Bell Atlantic support group representative, whichever identifies the existence of a production problem

When: To begin a Type 1 (Emergency Maintenance) change

How: Type 1 or Emergency Maintenance changes are implemented in order to fix a discrepancy between the way the production system is functioning and the way it is intended to function as specified in related interface documentation. These discrepancies may be discovered by either TC or Bell Atlantic personnel. Regardless of the source of the discrepancy. That is, the way in which a TC would report a necessary Type 1 or Emergency Maintenance change should mirror the way Bell Atlantic support groups would report it.

The vehicle for TCs to communicate Type 1 changes is the Bell Atlantic Help Desk [212-587-2669]. A brief description of the problem, and any contact names and numbers should be provided. The BA Help Desk will ensure that the BA Change Control Manager is notified of the problem.

Internally, a similar process occurs when a Type 1 change is identified at Bell Atlantic. The BA Support Group that identifies the problem notifies the BA Change Control Manager and provides the same information as requested from the TC.

2. BA Help Desk documents the problem and acts as the interface to other BA support groups.

Who: Bell Atlantic Help Desk and relevant working group members

When: Upon being notified of a Type 1 (Emergency Maintenance) discrepancy

How: Due to the critical nature of this kind of change, the Bell Atlantic Operations Help Desk acts as an interface to the TC reporting the problem. The Help Desk will seek the assistance of and provide information directly to Bell Atlantic support groups as necessary to address the problem.



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3. Performs impact analysis and determines work-around, if any

Who: Various Bell Atlantic and/or TC support groups potentially affected by the maintenance request

When: After being informed of a reported Type 1 (Emergency Maintenance) Change

How: In the case of emergency production maintenance changes, the involved TC or Bell Atlantic support groups analyze the change requests to better understand impact of the reported problem the extent to which any work-around might impact their business processes and systems.

Depending on the nature of the discrepancy in production, there may be an available work-around. A work-around is a modification to an existing process where alternative procedures or processes can be used to temporarily support the affected business processes utilizing the existing interfaces. For each type of interface, a preferred method for work-arounds will be identified. All parties should be aware that the fallback mechanism for work-arounds, in the event an ordering logical or application data element mapping Type 1 problem is encountered within either Bell Atlantic's OSS Interfaces or a TC's own systems, may be through the use of unstructured "Remarks". To the extent that such utilization could impact flow-through, the Change Control Team may continue to process a Type 1 change after an interim solution is in place.

4. Receive initial feedback on reported problem and finalized work-around

Who: BA change management organization representatives

When: After Bell Atlantic and/or TC support group change request impact assessment

How: After the Bell Atlantic and/or TC support groups have determined the extent of the Change Request impact and potential work-arounds, this information is communicated to parties involved, as appropriate. The communication may be in the form of email or direct phone contact, depending on the severity of the problem (see Type 1 definition for details on severity) and the nature of the information being communicated.

5. Determines fix and Implementation Date for Problem.

Who: TC support organizations, as appropriate

When: After the work-around has been communicated to BA



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How: The TC performs impact analyses and determines the system updated required to rectify the error. The TC must also determine the testing and implementation dates for this change.

6. TC Change Confirmation of Testing Date and Implementation Date.

Who: TC change management organization representatives

When: Directly following determination of system change, and corresponding testing and implementation dates

How: The TC will notify the BA Change Control Manager of the scheduled implementation date of the Change Request. This notification includes carrier-to-carrier testing availability.

7. Development and Testing of CR

Who: TC support groups

When: Prior to implementation of change request

How: The required production discrepancy changes are developed by the TC support groups as soon as development capacity permits. Since the nature of production discrepancy changes is normally one of revising a process or application to make it compliant with a previously defined specification, development times are usually not as great as those associated with implementing newly defined functions or processes.

8. Implementation of CR and Decommission of Outdated Functionality

Who: TC application maintenance organizations

When: Scheduled change request release date

How: The implementation of system changes involving a TC to Bell Atlantic application interface occurs on the scheduled release date. For Type 1 changes, the outdated functionality is also immediately decommissioned, leaving the new error-free release in existence.

9. Carrier-to-Carrier Test

Who: BA and TC support groups, as appropriate

When: Upon Implementation of the change



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How: Prior to the TC releasing their changes into the production environment, the change may be checked via carrier-to-carrier testing, if feasible. This type of testing is meant to mimic as closely as possible the application-to-application interfaces existing in the production environment. The extent to which carrier-to-carrier testing is required is evaluated on a case-by-case basis. However, in the case of Type 1 (Emergency Maintenance) changes, there probably will be extensive carrier-to-carrier testing. This type of change request is by definition a change needed to bring the application-to-application interface into compliance with a previously established set of criteria, which should therefore be well understood by all parties involved. In addition, this type of change generally needs to be placed into production quickly, and the tradeoff inherent in reducing carrier-to-carrier testing is generally outweighed by the accompanying quickness to deployment.



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Bell Atlantic Systems Availability

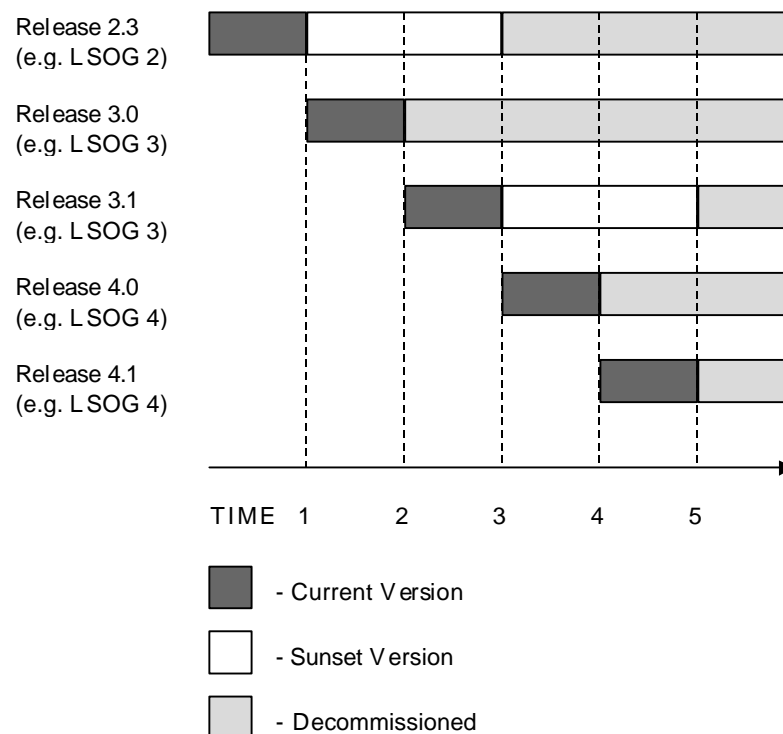
Application-to-Application Interface Version Availability

Changes to OSS interfaces shared between the TCs and Bell Atlantic, regardless of the reason for the change, raises the issue of version availability. Once a change has been made, two versions of the system exist - one with the change and one without. Since it is impractical for all versions of all systems to remain available perpetually, a procedure must be established whereby old system versions are retired. This section describes Bell Atlantic's policies for making outdated versions of the application-to-application interface infrastructure available for TC use. These policies are based upon the document *Joint CLEC / Bell Atlantic Proposal: Principles of Change Management*, final version January 28, 1998.

When absolutely necessary, a third version of the system may exist. This situation should only occur when there are no other viable alternatives and all parties agree that the need for three concurrent versions should occur only in exceptional circumstances as a brief temporary contingency. Bell Atlantic will work with the TC to determine the appropriate options in such situations.

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The basis of the Bell Atlantic Application-to-Application Interface version availability policy is to have two Industry Standard versions of the OSS interfaces available. These two versions can be thought of as the current version and the sunset version. The sunset version of the interface is maintained until, but not past, the time when a subsequent Industry Standard version is released into production. At that time, what had been the current version becomes the sunset version and the previous sunset version is simultaneously decommissioned. A Major release introduces a new version. A Minor release (often referred to as a dot release) can impact both versions and will decommission a previous dot release. Only the most recent release of each version will be available. The diagram below depicts this multiple version availability:



The diagram depicts a series of five releases. Initially Release 2.3 is the current version. At time 1, Bell Atlantic implements Release 3.0 into production, at which time Release 2.3 is the sunset version. Later at time 2, another set of enhancements is implemented into production as Release 3.1. With the implementation of Release 3.1, Release 2.3 remains the sunset version and Release 3.0 is decommissioned. At time 3, Release 4.0 is introduced into production and, as a result, Release 2.3 is decommissioned. Release 3.1, the most recent release of the previous Industry Standard version, becomes the sunset



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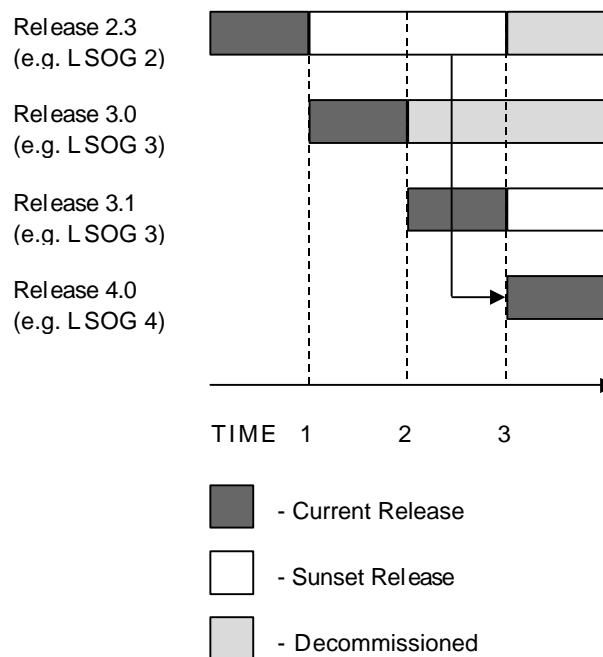
version. When Release 4.1 is implemented at time 4, Release 3.1 continues as the sunset version and Release 4.0 is decommissioned.

This policy affords TCs an extended period of time to upgrade their interface to comply with the next Industry Standard version. This time spans from the initial implementation date of the Industry Standard version to the implementation date of the subsequent Industry Standard version. In the previous example, a TC whose systems are initially compliant with LSOG 2 would be able to upgrade to an LSOG 3 compliant system any time between time 1 and time 3. The Release 2.3 compliant system would not be available after time 3.

Implicit in this arrangement is the decommissioning of the dot release within a version when a Minor release is introduced. It should be noted that Minor releases will be backwards compatible as technically feasible. In the previous example, a TC who is LSOG 3 compliant (via Release 3.0), will need to upgrade to Release 3.1 at time 2. The TC may choose not to bring their systems into compliance with Release 3.1 if the enhancements within Release 3.1 do not affect its methods and procedures, or if the backwards compatibility of Release 3.1 with Release 3.0 encompasses all functionality needed. If however, the upgrade is necessary for the TC to continue interfacing with Bell Atlantic, all development and testing should occur prior to time 2 in order for the TC to migrate to Release 3.1. In the event that a TC is unable to be compliant with Release 3.1, an agreed upon temporary work-around will be determined for a specific timeframe. This work-around will take into account the separate impact to Bell Atlantic's and each of the TC's business processes and systems.

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The issue of version availability raises the question of “leapfrogging” versions. To leapfrog a version is to not bring the interfacing software into compliance with the version of the interface, or to not use it. In the diagram below the arrow represents a TC software migration path, showing how a TC could leapfrog from interface Release 2.3 to interface Release 4.0 (skipping release 3.0 and 3.1) at times 1 and 2.



Although leapfrogging from a sunset Major release to a new Major release of an interface is made possible by Bell Atlantic’s maintenance of the interface versions, this practice is not recommended. Leapfrogging makes it impossible for a TC to rely upon a previous release, as the release they have “leapt” from will be decommissioned. In certain instances, the only viable alternative for the TC would be to utilize generally available Bell Atlantic provided user interfaces, (e.g. Web GUI). This may not meet the needs of a particular TC if they have, for example, developed customized methods and procedures according to their own design. In the event that a CLEC has made a genuine effort to maintain currency with either the new Major release or sunset Major release (after the new major release is introduced), Bell Atlantic will make available a third release for a very limited period on a contingency basis, not to exceed thirty days.



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Web GUI Version Availability

As an *End User Interface*, issues regarding Change Management and Release Management for the Web GUI go beyond those associated with an Application-to-Application interface. Bell Atlantic will manage changes to the Web GUI in a way that is consistent with the processes for Application-to-Application interfaces where this approach is appropriate. These processes will be extended and clarified for those areas of the Web GUI environment in which the characteristics of the Web technology are better managed by a more pragmatic and flexible approach. Bell Atlantic will work with the CLECs and Resellers to clarify this different approach and seek consensus as to how it will be implemented.

The Web GUI is primarily a window into the OSS gateway transaction systems to which a TC could write its own *End User Interface*. As such, the Web GUI will reflect all changes to transaction formatting and business rules, as do the Application-to-Application interfaces. Thus, one component of the Web GUI can be described as the Transaction Area which would refer to the fields which are presented to the user and the rules governing data entry into these fields. This Transaction Area of the GUI will, with a few exceptions, have a direct match to the inputs and outputs that exist in the Application-to-Application interfaces. This consistency makes the processes and procedures for Change Management to the Web GUI's Transaction Area identical to those for the Application-to-Application interfaces.

The richness of the underlying technology which enables the Web GUI provides both a challenge and an opportunity. Without changing the associated inputs and outputs within the Transaction Area of the Web GUI, there are many changes which could be made to both the content and look and feel of the interface that would enhance utility and ease of use without being disruptive. Such Non-Transaction updates could include changes like adding pull-down menus to a field with multiple inputs or matching the green/yellow/red lights to the order intents within the environment - rather than generalizing the lights to common LSR forms across all order types (e.g., the End User form is used for multiple intents). In these examples, the actual inputs would be unchanged while the interactive capabilities of the environment would be enhanced. The fact that human beings rather than programmatic systems interact with the Web GUI interface further enhances the Web GUI's technological capabilities when accompanied by adequate training.

In the case of disruptive, Non-Transaction Area Web GUI Changes, Bell Atlantic will maintain both the old and the new releases for a reasonable period of time to allow TCs to train personnel and develop methods, as appropriate. During this release overlap period,



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the TC will be able to access either the old or new release. It should be noted that these types of enhancements to the Web GUI are infrequent and will follow the Type 4 (Bell Atlantic Originated) Change Management Process, allowing TCs significant notice of impending changes.

When a new Industry Standard version is introduced to the OSSs, the Web GUI will manifest the changes for the Industry Standard in the Transaction Area. Bell Atlantic recognizes that the TC may have significant impacts to their business processes as a result of the new Industry Standard version. To accommodate these needs, Bell Atlantic will offer, to the extent possible, an ability to select which Industry Standard version the TC would like to use. These Industry Standard versions will be the same Industry Standard versions available through the OSSs. This policy for Web GUI Industry Standard version availability parallels the Application-to-Application interface version availability policy.

In the case of non-disruptive, Non-Transaction Area Web GUI changes, Bell Atlantic will only maintain the newest release. Because these types of changes do not alter the business functions and require little or no additional training, there will be minimal impact to Web GUI users. Impending non-disruptive, Non-Transaction Area Web GUI changes will be communicated to the TCs via the Type 4 (Bell Atlantic Originated) Change Management Process prior to their release to production.



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Bell Atlantic OSS Version Availability

In the course of normal business practices, unrelated to its wholesale market offerings, Bell Atlantic will from time to time make changes to its internal Operational Support Systems. These changes can have many drivers. Common examples include the addition of new NPAs, changes to existing products and new retail regulations. Because the application-to-application interfaces TCs use to communicate with Bell Atlantic ultimately interact with the internal OSS infrastructure, occasionally these changes may impact those interfaces. This section describes how Bell Atlantic will work with the TC community to communicate and manage OSS changes.

When Bell Atlantic OSS changes occur, Bell Atlantic will not maintain two distinct versions of its internal OSSs. However, Bell Atlantic will seek to minimize the impact on the TCs which might result from changes to Bell Atlantic's OSSs. To the extent feasible, Bell Atlantic will attempt to utilize the application-to-application interface middleware to isolate TCs from OSS changes. Depending on the nature of the change, however, it may not be feasible for the middleware supporting the application-to-application interface to hide the Bell Atlantic OSS infrastructure changes from the TC community. Changes might be too broad or require business decisions which the automated software could not reliably make on the behalf of TCs. In such cases, Bell Atlantic will be unable to support multiple versions of core Operational Support Systems. In these situations, although release transition will be more prescriptive, Bell Atlantic will provide specifications regarding such OSS changes utilizing the Type 4 (Bell Atlantic Originated) Change Management Process.



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Introduction of New Interface Functionality

In order to meet the business needs of the emerging Wholesale Markets Industry, Bell Atlantic will often introduce new non-impacting interface functionality. It may be introduced as a new systems interface or additional functionality to an existing systems interface. New functionality may also include the implementation of these types of changes in regions that did not previously support the functionality. As such, genuinely new functionality does not, per se, constitute a change to a pre-existing interface. For those instances where development can be accomplished quickly there is a natural trade off between making new functionality available as early as possible or delaying its release in order to satisfy notification intervals. In these situations where the introduction of genuinely new functionality does not impact a pre-existing interface capability, Bell Atlantic reserves the right to implement the new functionality as desired. For example, the introduction of Pre-Ordering in the Bell Atlantic South Web GUI that previously only supported Ordering would be considered new interface functionality. However, Bell Atlantic will seek to conform to the notification process for Type 4 (Bell Atlantic Originated) changes as described in this document. In the event that Bell Atlantic is forced to deviate from the Type 4 (Bell Atlantic Originated) process for new non-impacting interface functionality, Bell Atlantic will notify all TCs of the deviation as promptly as possible.



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Appendix A: Change Control Request Form

As agreed upon in Attachment A of the Principles of Change Management document, the Change Request form should be used both for TCs to describe changes they wish to see to Bell Atlantic OSS interfaces as well as for Bell Atlantic to describe planned changes to TCs. This appendix includes the fields required for a completed form.

Required Fields

Title of Change

High Level Summary of Change

Reason for Change

Timeframe

Detailed Description of Change

A detailed description of the change being requested. This description should include information on how the change differs from the corresponding industry standard.

Jurisdictions Impacted

Regulatory Information

Contact Information

Type & Category of Change

The originator should specify which of the change types, as described in the *Principals of Change Management* document and the definitions section of this document, applies to the submitted change request.

Priority

This field indicates the criticality of the requested modification. High priority changes are ones which are critical to the success of a new or significantly modified business process. Designating a change as High priority indicates that this change should be factored into capacity planning before those of any other priority level. Medium priority is the default status which should be given to almost all change requests. These changes reflect the typical evolution of a business process to improve efficiency or reduce costs. Low priority



TIS Change Management Process

Appendix A: Change Control Request Form

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changes can be considered enhancements to be implemented as resources are available. Note that *Priority* is not necessarily related to *Timeframe*; a High priority change can be critical to improve a business process but not be expected for several months.



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Appendix B: Industry Change Control Working Groups

Industry Change Control Core Team

Bell Atlantic Team Leader:
TC 1 Representative:
TC 2 Representative:
TC 3 Representative:
...

Industry Change Control Working Groups

Application-to-Application Pre-Order Interface

Bell Atlantic Group Leader:
TC 1 Representative:
TC 2 Representative:
TC 3 Representative:
...

Application-to-Application Order Interface

Bell Atlantic Group Leader:
TC 1 Representative:
TC 2 Representative:
TC 3 Representative:
...

Trouble Administration / Repair

Bell Atlantic Group Leader:
TC 1 Representative:
TC 2 Representative:
TC 3 Representative:
...

Billing

Bell Atlantic Group Leader:
TC 1 Representative:
TC 2 Representative:
TC 3 Representative:
...



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Web GUI

Bell Atlantic Group Leader:

TC 1 Representative:

TC 2 Representative:

TC 3 Representative:

...

Industry Standards

Bell Atlantic Group Leader:

TC 1 Representative:

TC 2 Representative:

TC 3 Representative:

...

[TBD]

Bell Atlantic Group Leader:

TC 1 Representative:

TC 2 Representative:

TC 3 Representative:

...